

SAIC Lessons Learned



The Right People
The Right Resources
The Right Experience
The Right Solutions

Agenda

- ◆ **Summary of Lessons Learned**
- ◆ **SAIC Knowledge Base**
- ◆ **Some Specific Examples from Similar Programs**

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ID Info Expo 2004
May 18 – 20, 2004

Lessons Learned From Other Nationwide Tracking Systems



- ◆ **Build it incrementally—decide on the minimum useful set of functionality and build that**
- ◆ **First develop your roadmap and your architecture—technology can be plug and play**
- ◆ **Don't reinvent the wheel—look for similar COTS and GOTS solutions**
- ◆ **Proven, best practices, technologies and systems—Not bleeding edge**

The Right Experience

World-Class Research and Development



- ◆ **Innovative, worldwide information and networking systems**
- ◆ **Successful management and execution of challenging work**
- ◆ **Excellent past performance – More than 11,000 active contracts/year**
- ◆ **Proven, best practices, technologies and systems**
- ◆ **Cutting-edge IT and telecommunications technology**
- ◆ **Breadth and depth of technology expertise second to none**

Government Market Leadership

#1 System Integration Contractor

Government Executive (August 2003)

#4 Top IT Contractor

Government Executive (August 2003)

1st in Performing the Most Complex IT Activities

FCW Government Technology Group (March 2000)

1st in Federal IT Security Market Share

INPUT Government Services (March 2000)

#6 Top 100 Federal Prime Contractors

Washington Technology (May 2001)

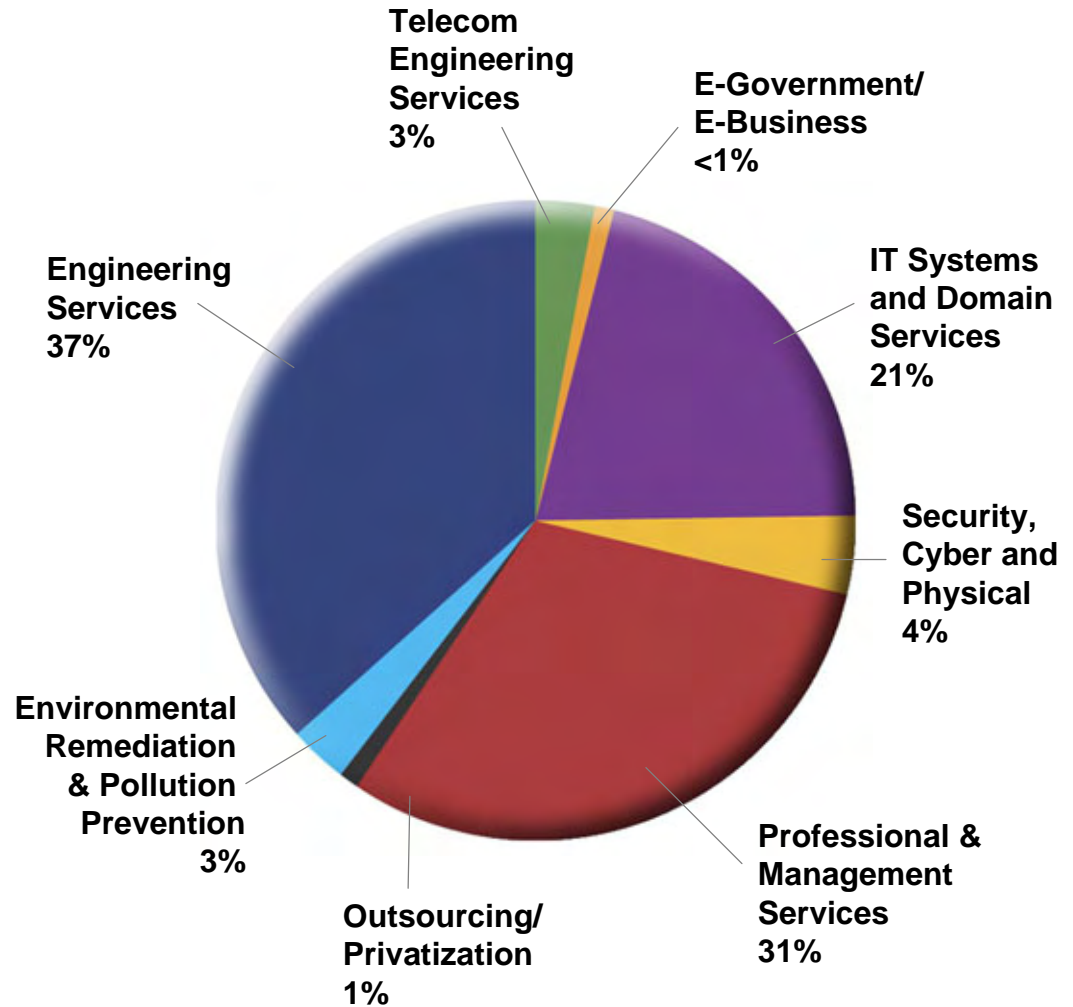
Most valuable GSA Schedule Services Provider

GSA Federal Supply Services (November 2001)

Government Business Areas

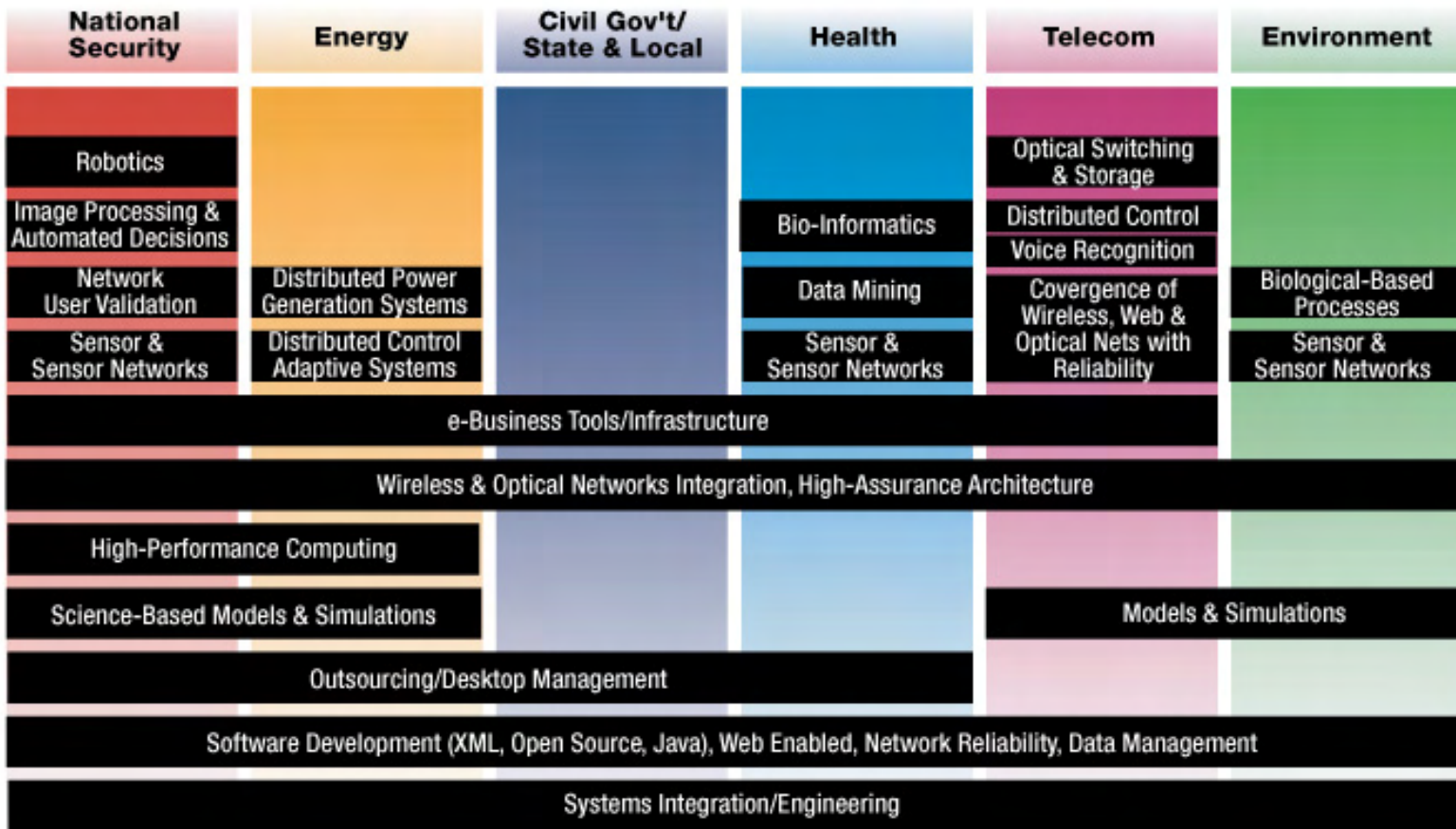
Core Competencies

- Information technology systems
- Professional services
- Engineering services
- Telecommunications systems



The Right Technologies

Technology/Capabilities That Contribute to Our Competitive Advantage



Cutting-Edge Technology

SAIC Venture
Capital Corporation

Government-
funded
research

Best R&D Company
among top 100 private companies

**One of the top 100 technology companies
that have developed the products and
services that will change the way
business is conducted.**

—Red Herring

IR&D

More than 50 SAIC labs
(27 devoted to IT and
Telecom research)

The Right Motivation

Employee Ownership Fuels the Drive to Excel

**Attracts top talent
in a competitive
recruiting
environment**

**Motivates employee
owners to work
hard and
innovate
to please
customers**

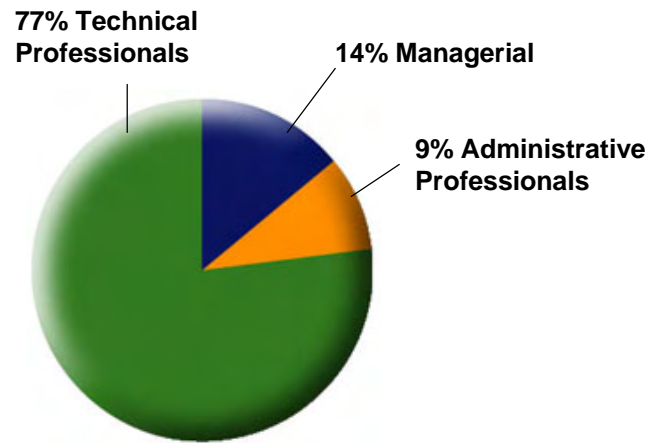
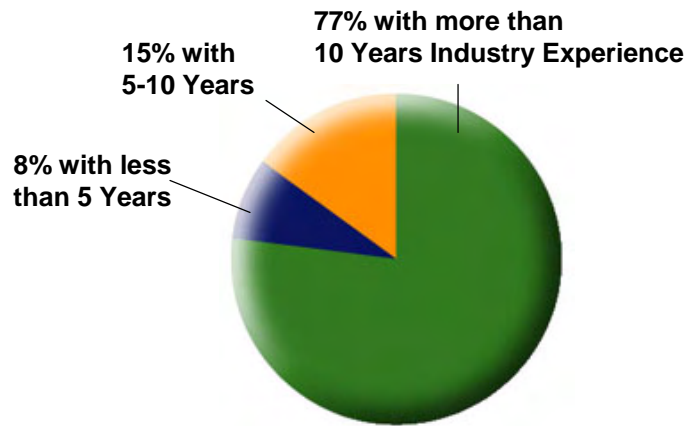
**Creates
a stable
work force
dedicated to
customers' projects**

**Aligns
employees
with customer
goals and
management goals**

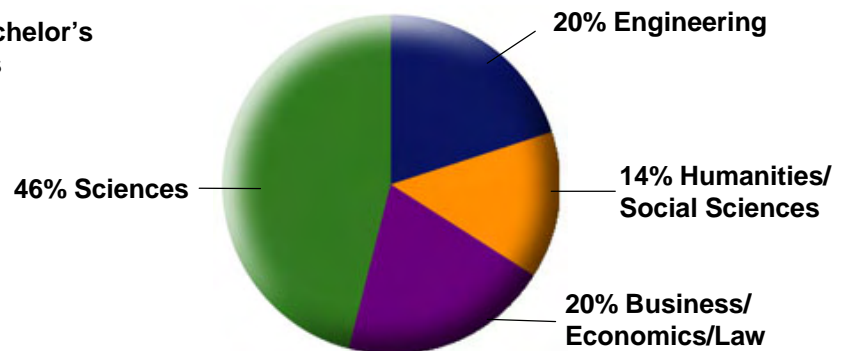
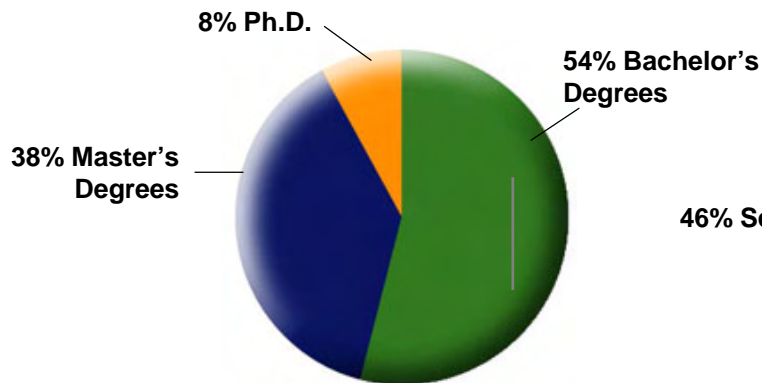


The Right People

Experienced Technical Staff



Highly Educated in Diverse Disciplines



The Right Resources

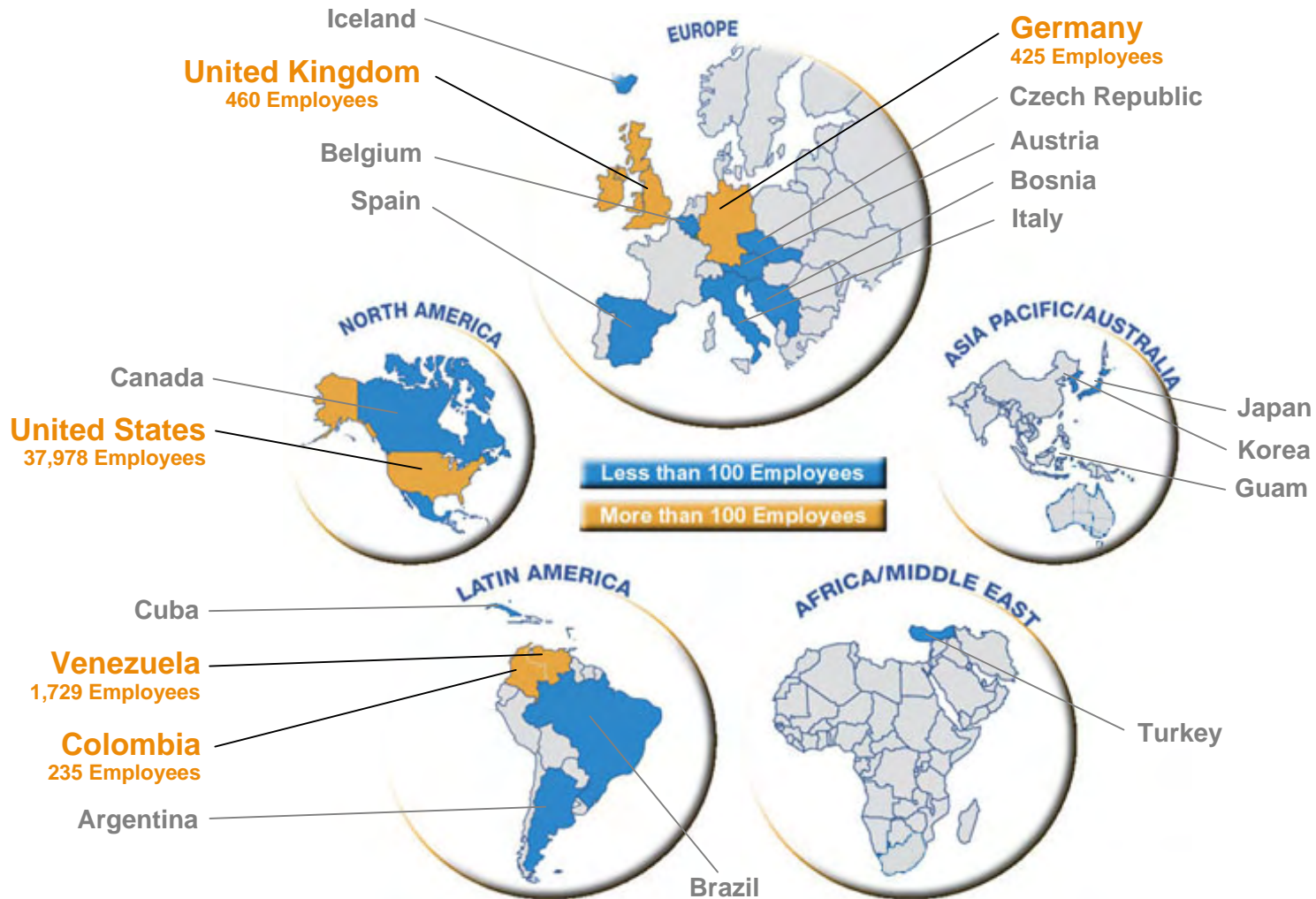
Strong, financially stable, high-technology company

- ◆ Fortune 500 company
- ◆ \$5.9 Billion annual revenues
- ◆ Largest employee-owned high-tech company in U.S.
- ◆ 41,000 personnel worldwide

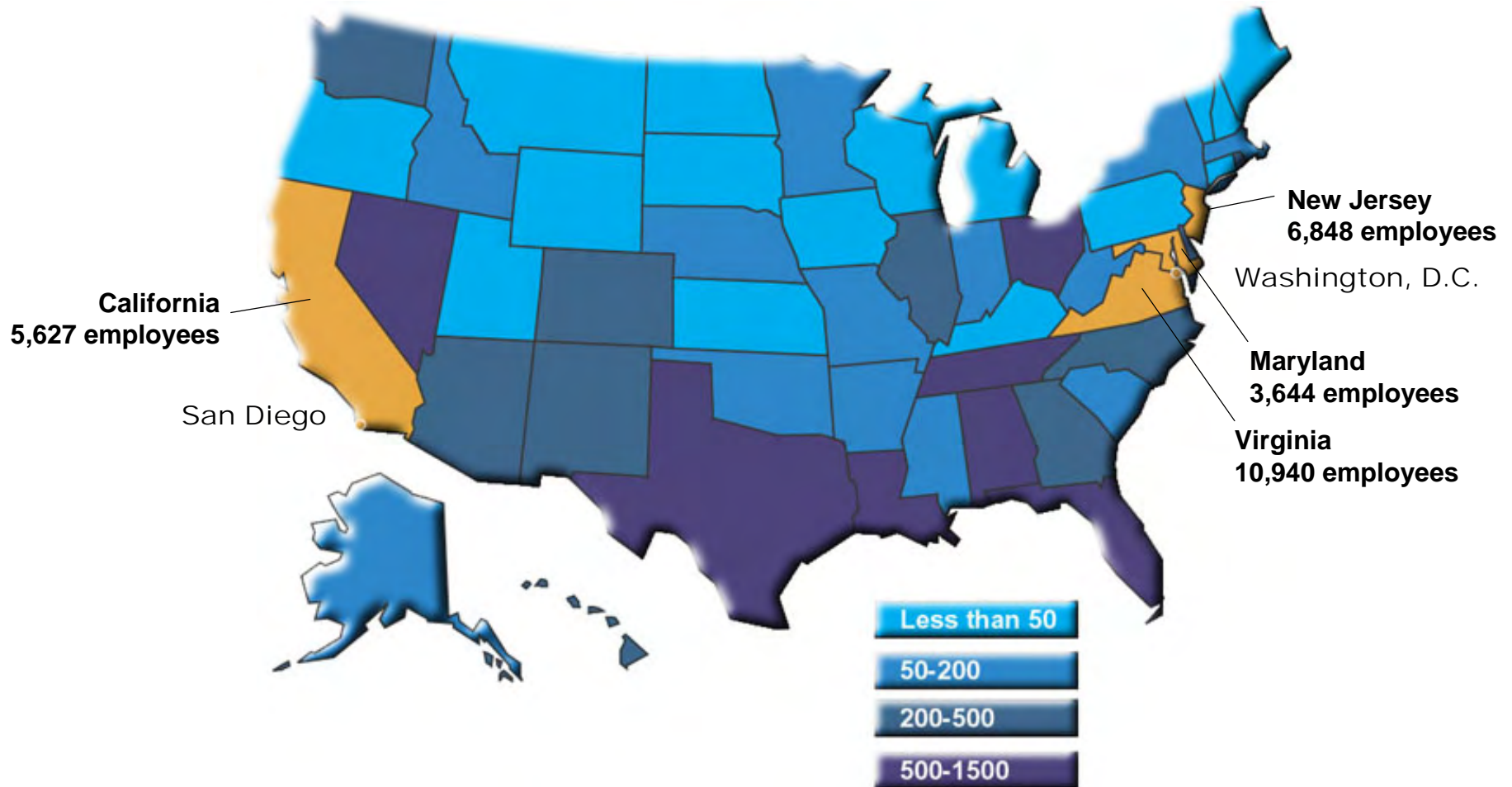
Strong, consistent performance

- ◆ 31-year history of continuous growth – 20% compound annual growth over last 20 years
- ◆ Corporate stability and commitment
- ◆ Minimized development risk
- ◆ Economies of scale and efficiency
- ◆ Proven and dependable

Global Delivery Capabilities

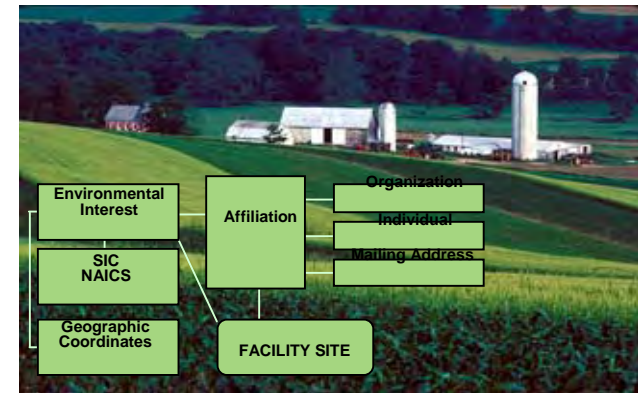


U.S. Delivery Capabilities



EPA's Facility Registry System

- Mailing address versus location address
- Want the most accurate lat/long available
 - Method of collection
 - Accuracy of the coordinate
 - Description of what it refers to.
- Procedures for verification with other sources
- Ability for premise owners to update their own information



CDC Tracking Systems

- Integration with State systems is key
- Early agreement on data transfer protocols
- Ask for as much data as you can get once—going back for more data is painful

Lessons Learned

Recognize and Manage Factors

Important Success Factors:

1. Personnel Quality and Availability
2. Technical Baseline / Systems Integration
3. Cost and Schedule Baseline
4. Contract Management
5. Subcontract Management
6. Risk Management
7. Communications: Internal and External
8. Efficiency

Prepare for Risk Management

- Determine Risk Sources and Categories
- Define Risk Parameters
- Establish a Risk Management Strategy

Identify and Analyze Risks

- Identify Risks
- Evaluate, Categorize, and Prioritize Risks

Mitigate Risks

- Develop Risk Mitigation Plans
- Implement Risk Mitigation Plans

Institutionalize a Managed Process

- Establish an Organizational Policy
- Plan the Process
- Provide Resources
- Assign Responsibility
- Train People
- Manage Configurations
- Identify and Involve Relevant Stakeholders
- Monitor and Control the Process
- Objectively Evaluate Adherence
- Review Status with Higher-Level Management

Institutionalize a Defined Process

- Establish a Defined Process
- Collect Improvement Information

EXTEND SEI CMMI Practices