STATE MESSAGING AND ARCHIVAL TOOLSET (SMART)

Customer Challenges

- Deploy SMART technologies to all US Embassies, Missions, and Consulates Worldwide
- Coordination required for post scheduling
- Customer needed standardized deployment processes and procedures
- Reporting required for deployment status
- Legacy systems require cutover coordination and support
- Change management and community training

ATG Approach

- Define site preparation and cutover procedures, deployment policies, post survey baseline, and schedule
- Pilot and test procedures for accuracy
- Develop accurate budgetary deployment forecasts for world wide deployment models
- Manage Customer Service Specialist and Deployment Engineering teams
- Develop user engagement workshops and training through instructor led curriculum

Results

- Developed and executed standard deployment procedures providing accurate accountability and streamlined methodology
- Developed and executed deployment logistic policy
- Developed and executed travel policy, forecast and reporting ensuring accurate financial accountability
- Provided management oversight
- Successfully deployed Pilot to overseas Embassies
- Coordinated and executed schedule for world wide deployment
- Successfully developed and executed training and workshops for deployment personell, systems administration, operations and maintenance, and end-users
- Successfully developed and executed consultation multi-day and multi-venue workshops for executive management , and IT management staff