A TransQuest Success Story

Support and Architecture of Critical Human Intelligence Networks in CENTCOM AOR

TransQuest Federal plays a key role in the architecture and management of a critical Human Intelligence network established by the Defense Intelligence Agency and utilized by EUCOM, CENTCOM, SOCOM, STRATCOM, and TRANSCOM as a major migration system. It reaches across all continents and is central to the establishment of future secure networks. The DoD is in the process of establishing a simplified baseline of the best, common information systems across the business functions of the DoD. These sophisticated migration systems represent a stage of process improvement designed at achieving a common set of automated processes and practices in DoD and are in place throughout the enterprise, from main operations centers to the most remote wartime locations.

The customer's challenge was to provide targeted on-ground expert technical support to even the remotest facilities in wartime locations, such as Iraq and Afghanistan, without adding significant labor investment. TransQuest Federal Systems was asked to provide highly trained and certified personnel to provide this support. In response, our company presently provides key technical Field Support Representatives (FSR's) supporting the mission throughout Iraq and Afghanistan. To make the network effective, our personnel support hundreds of DoD users of various data and communications systems.

As this network is a migration system for establishing a baseline, there are a number of peripheral systems that are involved and need to be supported at each central location. These are other systems that may eventually be rolled up into one system. These systems include JWICS, SIPR, NIPR and other classified networks. Because of this, our personnel are selected for proven expertise with a wide array of DoD-type networks and hardware. By the nature of this human intelligence system, our personnel could be providing support for up to five different networks, a variety of hardware and servers, and a number of customers with varying levels of fluency. Because the support footprint is small, our personnel are often the sole points of contact for large supported regions. The necessity for an extremely high level of expertise is tantamount.

By Air, Land or Sea: Providing Support Across Systems, Organizations and Locations

Our expert technician/engineers travel to remote locations by convoy, aircraft or POV throughout the SWA, sometimes at a moment's notice, to support government network communications systems across all corners of the theater that include Windows 2003 domain controllers and servers, Win2K Exchange servers and clients, performing hardware and software upgrades, local user administration, server installations, server configuration, and more. In the conduct of their duties, our personnel often supervise, mentor, instruct, guide and lead field technicians at all levels.

As lead systems administrators, our employees also provide administration services for JWICS (TS/SCI), SIPR (Secret), NIPR (unclassified), CENTRIX and one other classified network. This combination of systems requires support, which includes installation, configuration, maintenance and a high degree of specialized troubleshooting of a wide range of IT equipment, hardware and software, to include the

Windows 2003 servers, as well as Lotus Notes Domino servers, desktop PCs, laptop PCs, printers, copiers, Top Secret VoIPs, Secret VoIPs, DHCP, WINS, VPN, Dell equipment, Cisco routers and switches, Satellite maintenance (DIVN), Hetra Tempest servers, TACLANES and telephone communications, including DSN phones across multiple sites. These systems include Active Directory and Exchange, and a variety of other operating systems and environments. Our engineers are also responsible for COMSEC.

One Man Shops: Doing the Work of Many

Our personnel are truly one-man shops with thousands of users dependent upon their rapid response and high levels of expertise. They provide systems engineering, system administration, defense intelligence VSAT administration and end-user support. They are the desktop support element for all servers and workstations, hardware repair for all network components (routers, switches, servers, workstations, monitors, keyboards, etc.), and maintainers of DIVN, VOIP, SVOIP, TSVOIP and all other phone communications. They are the resident COMSEC Responsible Officers and IMOs. They've designed local architectures and layouts for the IT infrastructure migrations to the new DIVN VSAT systems. They've re-wired network infrastructures. They built first-ever site FTP servers to reduce imagery download times. They've stood up new VPN terminals. And, they've migrated ECN servers from the NT domains to Win2K3 domains, significantly increasing the ability to remotely manage user profiles. TransQuest FSR personnel routinely build workstations specific for *each* network using Norton Ghost images and perform all required maintenance and troubleshooting once deployed in the field. Our personnel create user accounts *across all* networks, not just one, and are relied upon to debug email problems with user accounts, mailboxes, and public and private folders, as well. They perform any, and all, systems administrator functions on each individual network through the use of Group Policy and perform maintenance of file servers using DFS. They audit daily and perform large-scale backups and data storage functions using Veritas utilities. All this while maintaining continuous uptime for five separate classified and unclassified networks, an exceptional problem resolution rate, and a highly effective 1st, 2nd and 3rd level help desk function (all wrapped into one), at even the most remote locations, all under foreign wartime conditions.

As a result of the dedication and commitment our personnel have made, working side-by-side with their military and contractor counterparts, they've received numerous recognition and appreciation awards. This TransQuest architecture and support program has resulted in an increased efficiency for DoD networks and it is with pride and commitment we continue to support this critical mission abroad.