



## Case Study

U.S. Department of State  
ISIS (Integrating Software for  
Information Systems) Program Office



# Standardized look and feel for key applications gives posts greater control and new insight

**Historically, standard software applications for use at overseas posts** were acquired or developed in Washington D.C., based substantially on Washington requirements. Locally-developed applications typically were not shared on a worldwide basis. In order to have a greater voice in the software designed to support their day-to-day requirements, American embassy posts began a “grass roots” initiative known as ISIS, Integrating Software for Information Systems. The ISIS mission is to standardize, support and distribute “best-of-breed” applications so all posts would have access to the applications.

### **Business Challenge: The Need for Integration**

The ISIS Program was a valuable first step in providing needed administrative applications to posts. To build on the initiative, the ISIS Program Office contracted Geneva Software to integrate four independent applications. The goal was to create a common look and feel, with common security and navigation techniques—and architect them for the web for worldwide release.

The four applications—Procurement, Visitors, Vehicle Registration Maintenance, and Expendable Supplies—would use the recently-developed web architecture PASS, (Post Administrative Software Suite) already applied across a number of Department of State administrative applications.

### **How Geneva Software Helped**

The Geneva Software team got to work in May of 2001. By August, the customer was able to review alpha versions of three of the applications. This review allowed users to determine if the needs they had initially identified were in fact going to fit with their actual requirements.

After evaluating this first iteration, ISIS administrators did indeed substantially revise

their functionality requirements. Geneva Software was able to rescope the applications, pull together new requirements and release a version of those three applications with the newly-defined functionality in just three months.

Requirements for Procurement were received in August and the entire suite was ready in January 2002.

“Our process centers on using small, cross-functional teams,” said Geneva Software President Dan Dyke. “In this case, having a dedicated project team of four allowed us to change course quickly, and re-work requirements that trued up with our clients’ goals.”

Even when the ISIS Program experienced funding snags temporarily affecting the project, Geneva Software was able to carry forth the momentum begun earlier and see the project through to completion with no additional ramp-up time.

The ISIS Program Office selected Geneva Software for this task in large part due to its 13 years of hands-on experience in the overseas environment, particularly with Department of State and the PASS and ISIS initiatives. During that time, and over the course of dozens of projects, Geneva Software has developed a deep understanding of the day-to-day needs and issues at posts worldwide, and has proven responsive to post and Washington needs alike.

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## Results: Integration Yields Additional Benefits of EIS

The common user interface with its inherent ease of use was a major achievement. However, the most significant result was a new, high-level Executive Information System (EIS), the Executive Dashboard.

"The Dashboard concept actually evolved midway through the project," explains Jeff Scott, Director of IT at Geneva Software. "In one of the demonstrations, we showed a proof-of-concept of what could be done with the standardized, integrated data from the four applications. Everyone got very excited about it—it was clear that this add-on would have tremendous value to administrative officers." The Executive Dashboard became a fifth application of the suite.

Using the Dashboard, managers can see key statistics in a pie chart or a graph form. Managers can view the number of events happening per month, number of vehicles that need to be reserved, how many visitors are expected on special missions to the embassies, etc. and simply drill down through layers of more detailed data.

Easy access to this kind of meaningful information aids Administrative Officers, for instance, in justifying budget requests and dealing with "real world" scenarios.

For example, visiting delegations can require significant manpower that the embassy may not be budgeted for. With the right statistics at hand, administrators can articulate precisely the level of effort needed, in time and money.

Even with this functionality, the project was extremely cost effective and completed with a minimal budget. The new system has been successfully rolled out to posts including Pretoria, Madrid and Panama among the first.

"It's been great not only for the management at post, but also for the PASS initiative as a whole. It's added five central administrative applications that can be sent worldwide to PASS users," says Scott. "Web technology provides a whole new dimension of flexibility for State. Today, it's a core part of PASS."

### Technologies Used

- Sun Java
- Sun Java Swing
- Microsoft SQL Server

### For More Information

For more information on Geneva Software services, call 703.471.7666 or visit [www.genevasi.com](http://www.genevasi.com).

## Geneva Software

Since 1990, Geneva Software, Inc. has been helping organizations chart a technology course with uncommon speed, precision and purpose.

Today, Geneva Software maintains strong business alliances with all its original clients, including an ongoing relationship with the U.S. Department of State. Solutions designed and developed by Geneva Software are at work in over 250 American embassies and consulates today, including PASS (Post Administrative Software Suite), a landmark web-based suite of standardized administrative applications.

Geneva Software's continued success comes from small, dedicated project teams bringing the agility and experience to escalate the rate of return on investment for clients around the world.

## Comprehensive Services

- Business Analysis
- Integration Services
- Applications Development
- Support

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