AMC Enterprise Portal (AEP)

Capabilities Brief

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AMC Enterprise Portal (AEP)

What is the AEP?

The Army Materiel Command Enterprise Portal, or AEP, provides leading edge portal technologies and is a gateway to a suite of globally accessible tools.

The AEP:

- Serves as the centerpiece of AMC’s knowledge management strategy and initiatives
- Provides a robust process automation platform to enhance and streamline day-to-day operations
- Delivers an advanced collaboration platform that fosters command-wide communications and information sharing
- Provides new technologies in social networking to usher the Command into the modern communication environment
- Facilitates an orderly transition throughout AMC’s BRAC execution

A Critical Step

The deployment of the AMC Enterprise Portal (AEP) is a critical step in providing a suite of network accessible tools to foster collaboration across teams; create, manage, and leverage AMC intellectual capital across the Command; support BRAC, and improve and streamline processes throughout the organization.
AEP Operational Principles

★ AEP Architecture and Capabilities driven by user community demand
  • User community has major vote on emerging AEP capabilities

★ AEP is a solutions platform, not just a document/discussion repository
  • Provides the backbone upon which to build additional AMC SharePoint solutions
  • Gateway to AMC information systems and services
  • Advanced workflow platform far exceeding Microsoft’s standard workflow capabilities
  • Promotes community involvement and extension of capabilities via web parts
  • Built to integrate with existing Army / DoD systems and capabilities

★ AEP provides autonomy
  • Leverages SharePoint 2010 Multi-Tenancy capability to provide organizations data partitioning and enhanced management capabilities over their portal content

★ AEP serves where the Army serves
  • CONUS/OCONUS access via DoD mandated CAC authentication

★ AEP is reliable
  • Built-in redundancy within the environment to eliminate any single points of failure
  • COOP replication to alternate site via advanced SAN based replication

★ Continuous architecture enhancement keeps AEP relevant and compelling
  • Proactive monitoring and pre-emptive architectural enhancement to keep AEP ahead of demand curve
  • Continuous technical capability assessment to identify key emerging SharePoint capabilities
Global Accessibility
CONUS and OCONUS access with CAC authentication

Enhanced User Experience
• User friendly and aesthetically pleasing user interface
• Transparent and predictable navigation
• Vastly improved discoverability of content

System Integrity
Defined governance process enables business operations, protects autonomy, manages and mitigates risk to the portal, and supports users command-wide

Service Reliability
• DIACAP’ed environment currently with an approved Interim Authority to Operate (IATO)
• Built-in redundancy capabilities ensure maximum service availability at our primary site
• In the unlikely event of primary site failure, service will be restored at our alternate site within 8 hours

Autonomy
Multi-tenancy offers the unique ability to provide an enterprise community while maintaining autonomy

Third Party Tools
Abundance of SharePoint 2010 add-on tools (rapid solutions development, system management, infrastructure and training support tools)

Custom Business Solutions
Power and versatility to custom design, test, and implement customized solutions to support Mission and business needs
Service Reliability

- DIACAP’ed Environment classified as MAC IIA with a current and effective IATO
- Scalable design with initial capacity of 65,000 users
- Architecture features redundant servers and storage ensuring maximum uptime
- Advanced continuity (COOP) solution provides alternate site in event of failure at the primary site
- Hosted in reliable DISA hosting facilities
- Network load balancing across multiple servers ensuring peak performance
- Assured data protection through advanced data backup strategy, new selective restore capabilities in SharePoint 2010, and storage redundancy
The AEP offers “multi-tenancy” - a unique opportunity for organizations to join together and maximize the benefits of community while maintaining autonomy.

- Imagine the AEP as a condominium, where the building has a unified look and feel, and every tenant’s door looks similar....
- But the tenant owns the door and everything housed within, AND can decorate the condo to their taste as well as control who can come in and out of their condo.

Tenants are able to perform the following actions:

- Site collection management (Creating, modifying, deleting, setting permissions)
- View and manage all site collections within the tenancy
- Metadata management (Term store management)
- Feature management (Activate, deactivate)
- Sandboxed solutions deployment
The system integrity of AEP is established through advanced technology and effective governance. The Multi-Tenancy technology provides a safe and secure environment which preserves autonomy while also providing enhanced security that protects all organizations. Organizations enjoy nearly complete control over their sites including branding, capabilities and layout. AEP allows for the creation of custom web parts or solutions that can be submitted to the AEP team for review and inclusion on the AEP portal.

The technology is bolstered with well-defined and efficient governance processes that promote enhanced usability and a more intuitive user experience. The AEP team employs a robust configuration management process to ensure maximum service availability. The innovative design of the AEP governance process gives your organization a direct voice in the evolution and management of the AEP and avoids duplicated development efforts of custom web parts or solutions throughout the AEP community.
While the AEP offers new capabilities and technologies, you do not need to be a rocket scientist to operate it. The AEP is easy to use, right out of the box, and comes with tutorials and instructor led training.

User experience is enhanced by:

- Customizable branding for each tenant
- Multitude of built-in, yet flexible features to enrich user experience and maximize page real estate (weather feed, multiple RSS news feeds)
- Improved user interface provides consistency and ease of navigation
Enhanced User Experience Continued

- Feature-rich site templates have already been developed to enable rapid deployment and use of new AEP sites.
- Four different templates were designed for appropriate business purposes:
  - Command Site (Command Level)
  - Organizational Site (Directorate/Division Level)
  - Functional Site (Branch Level)
  - Collaboration Site (Cross-Functional)
AEP infrastructure has the following tools installed and available for organizations to leverage their capabilities:

**Rapid Solutions Development**

**Advanced Workflow Tool**
- Empowers end users to create complex and advanced workflows to automate business processes

**Aggregation and Charting Tool**
- Provides end users the ability to more easily aggregate information into lists and chart views to enable dashboards of information.

**RSS Feeds Enhancement**
- Allows for the transformation of Really Simple Syndication (RSS) feeds and other data sources to enhance and refine the presentation of information to end users.

**System Management Tools**
- Provides for granular holistic user permissions information
- Allows for granular reporting on SharePoint site and user usage in addition to system core metrics

**Infrastructure Tools**
- Allows SharePoint to more granularly leverage EBS and RBS technologies, increasing server performance while reducing SQL server footprint.
- Provides for granular data migration from SharePoint 2003/2007/2010 systems
- Provides for item level backup and recovery

**Training Tools**
- Allows for end user self service based system to dive deeper into training curriculum regarding SharePoint 2010
AEP’s strength is not from a single software application. Layering together multiple “best in breed” portal design features and software applications creates the power and versatility to enable the AEP to assist users in supporting mission, and improving core business processes by enabling custom developed solutions and tools.

HQAMC Developed Solutions

- Master Events Calendar
- ProcessQuik
- Weekly Summary

Leveraging 3rd Party Tools

- Asset Tracker
  - Adobe electronic digital signing capability
- Service Requirements Review Board (S2RB)
  - Advanced custom workflow using Nintex
A strategic & operational planning capability for command/directorate level and key events, the MEC provides a coordinated, common operating picture of events with near real-time accuracy as well as a mechanism to track achievement of CG’s strategic initiatives, goals, and objectives.

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Essential for BRAC planning, ProcessQuik is a business process repository that captures operational processes and procedures for AMC to maintain continuity of operations. The solution delivers a mechanism for continuous process improvement, encourages buy-in from key stakeholders, and eliminates the need to update paper-based processes.
Weekly Summary provides executive-level visibility into tasks and calendar events, allowing for hierarchical reporting and dissemination of weekly status reports. The tool eliminates the pain points of the manual compiling process and significantly improves day-to-day operations.
Custom Solution: Asset Tracker

The Asset Tracker with Adobe electronic digital signing capability refines DA Form 3161 processing, substantially modernizing asset management. The Asset Tracker also improves effectiveness and efficiency for the AMC G-6 Inventory Management team.
SR2B fully automates the Service Contract Requirements Review approval process, increasing G-8’s operational efficiency and productivity. Leveraging the 3rd party Nintex tool’s advanced workflow and reporting capability, the SR2B tool provides visibility into and expedites the handling and processing of service contracts for the entire AMC Command.
★ Transition to Live AEP Demo
**AEP Major Milestones**

- **17 Feb** – AEP Initial Operational Capabilities (IOC) achieved
- **8 Apr** – All HQAMC Organization sites fully functional
- **8 Jun** - First AEP Tenant (Army Contracting Command) on-boarded and fully functional
- **10 Jun** – ALL HQAMC Collaboration sites fully functional
- **15 Jun** – ALL HQAMC Custom solutions fully functional
- **15 Jul** – COOP Capabilities fully functional and AEP Full Operational Capabilities (FOC) achieved