

Architecting LA County's ECM Documentum Applications





WATI supports LA County's ISD to architect and develop applications in Documentum and Captiva shared environments

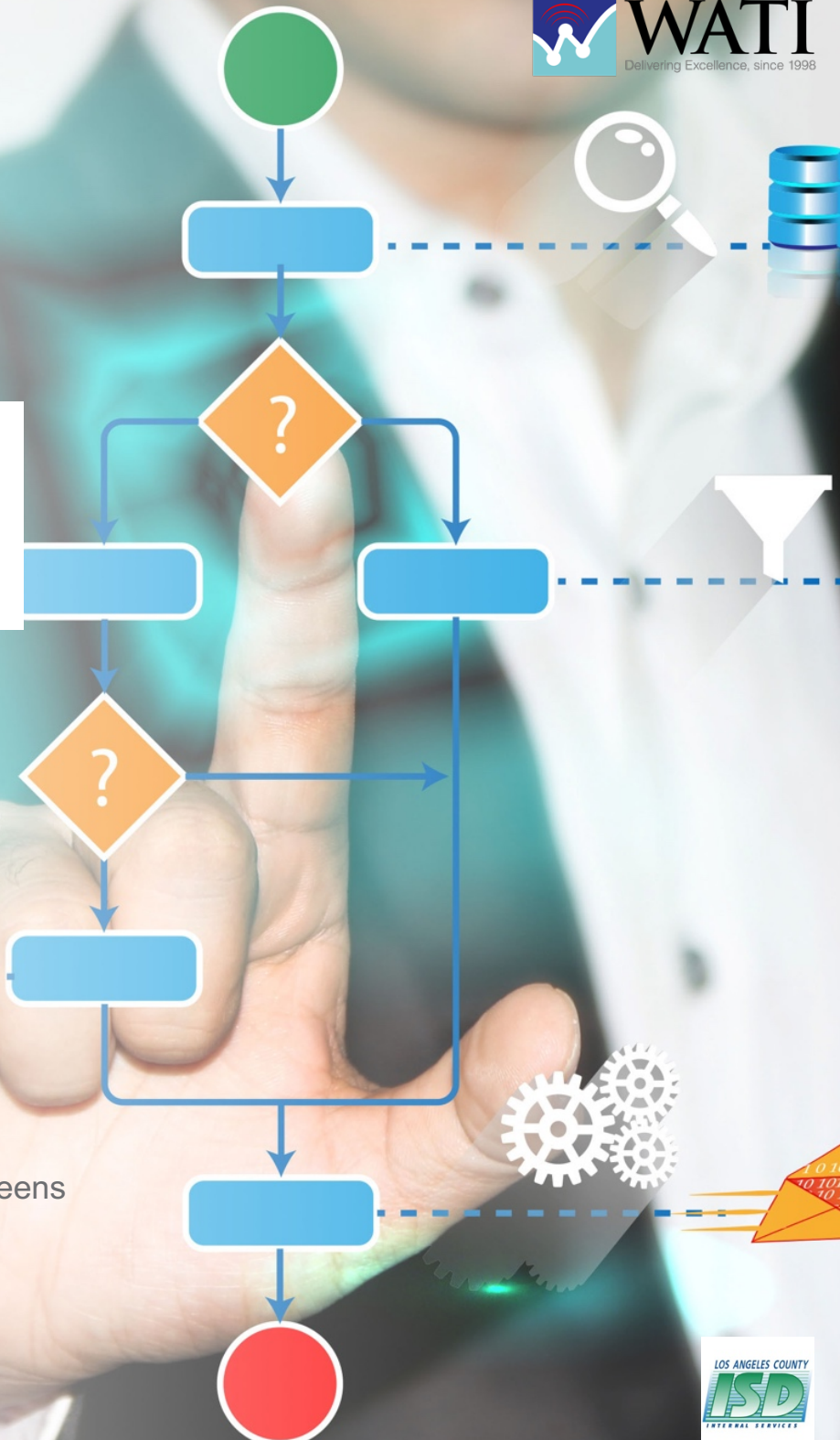
LA County's Internal Services Department (ISD) provides vital Technology Services for the development and maintenance of mission-critical computer applications, support of Los Angeles County's vast communications network, and 24-hour data center operations

SERVICES

Architect, Configure and Customize Enterprise Content Management System for ESMA and ITSSMA Contract Administration and other shared applications using EMC Documentum Suite.

FEATURES

-  A **COTS CENTRIC**, out-of-the-box enterprise solution
-  Secured solution with **ENCRYPTED REPOSITORY**
-  **PEOPLE-DRIVEN** processes including User Interface (UI) screens
-  Rules Driven **WORKFLOW ENGINE**



Los Angeles County Internal Services Department

Norwalk, CA

isd.lacounty.gov

CHALLENGES

- Increased Work Load
- New Contract Vehicles
- Gaps in Service

The Challenge

LA County's Internal Services Department (ISD) provides vital Technology Services for the development and maintenance of mission-critical computer applications, support of Los Angeles County's vast communications network, and 24-hour data center operations. ISD's Customer Application Branch (CAB) manages shared Documentum infrastructure that houses several applications supporting mission critical businesses processes of various agencies of the County.

The County wanted to retire sole sourcing of Documentum related services from EMC, and throw it open for competitive bidding under its county-wide ESMA contract vehicle which would result in various solution providers for County Documentum projects. ISD being the custodian of the Shared environments (including for Documentum), has the responsibility to ensure application development best practices are established and that vendors comply with such practices.

The Services

WATI provided seasoned Documentum architect to support ISD's transition from sole-vendor to multi-vendor, to act as the group's application architect, providing support in areas of:

- Project design
- Solution architecture
- Develop standardized framework for application testing
- Contract (ESMA) support to review and provide feedback on Contractor bids
- Production application support and develop standardized templates for application deployments, and
- Develop application best-practices guidelines for application development using xCP, DFC, D2 and Java and review Contractor code to ensure compliance to best practices
- Develop detailed runbooks for each new program / configuration / package.
- Knowledge transfer and mentoring of County staff

Results

LA County's ISD successfully transitioned from single-vendor to multi-vendor mode utilizing the standards, templates and best practices instituted with the help of WATI.