

Verotek

“Technology Working for People”

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Civilian NMCI's – 20 Years of Lessons Learned

Abstract

This paper reviews the operational results from twenty years of designing, installing and operating structured enterprise computing environments in the civilian community. The emphasis of the paper is a candid assessment of what positive results were achieved, along with “lessons learned” from the events that did not go well or as expected.

The paper begins by listing the key business goals that a structured approach is trying to achieve, along with the essential steps to achieve those goals. The paper then reviews seven short case studies from various industries over the 20-year period with an emphasis on the success or failure of each project.

The paper summarizes the lessons learned across all of the projects, and reviews the costs elements of desktop support in today's environment.

The paper ends with several recommendations and concerns for DON projects like NMCI and ForceNet.

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