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# ODC Information Management

By

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## INTRODUCTION

Computers, the internet and email, and the convenience, efficiency, potential productivity gains, and connectivity they offer have become crucial elements of the world of security assistance and defense cooperation. There is however, a great deal of confusion about which systems and software are “in,” which are “out,” and what the future holds.



This paper analyzes the requirements of the United States Office of Defense Cooperation, Bonn, Germany, in order to propose a management information systems plan. Discussion areas include a systematic analysis of the mission, objectives and information requirements of the ODC to identify the critical success factors; a proposal for defining information systems requirements by identification of activities that can be supported by information technology; possible hardware and software solutions to the problem; a training plan; and a way to assess systems effectiveness. The methodology for this study is at Figure 1.

ODC Germany entered the information age in 1993 with the establishment of a local area network (LAN) that was separate from the indigenous Embassy network. There were two main reasons for establishing the LAN: a desire for an internal e-mail capability, and a perceived

need for file sharing. ODC Germany currently operates a 17-station local area network (LAN) with a Pentium 5-60 MHz processor, with 24 MB RAM, and a partitioned and compressed 540 MB hard drive as Host File Server. The LAN provides file sharing, e-mail capability, CD-ROM sharing, and access to a common color printer. Print sharing is accomplished on a separate 5 printer, print-sharing system. (Appendix 1 is a LAN diagram, Appendix 2 shows current hardware and software on hand.)

The in-place LAN is a rudimentary system used almost exclusively for internal e-mail, and as a very simple file server. The original system (based on 80386 series computers) quickly became obsolete. Since 1993, five of the 386 computers have been replaced with Pentium based computers.

At the same time the ODC was attempting to upgrade the in-place system, the Defense Institute for Security Assistance Management (DISAM) was actively seeking to establish an OSD level e-mail system, and a worldwide accessible, wide-area network (WAN) that would provide critical information for mission accomplishment. Additionally, DISAM established Microsoft Windows and Office Professional as the operating system and office suite standards for security assistance automation.

### SPECIFIC SYSTEM DEFICIENCIES

**NETWORK SOFTWARE.** As we attempted to move to the established standard, our DOS-based network software incompatibility with the Windows 3.1 system caused our LAN to periodically crash. An attempt to resolve the issue with the more stable Windows 95 operating system provided some relief, but the network system software, LANtastic, is a DOS based, peer-to-peer system and the problems continue. Additionally, the advent of the OSD WAN will require us to acquire browser and e-mail software.

The Tempest system (classified) software currently on hand is DOS based. The system operating software will need to be upgraded to Windows.

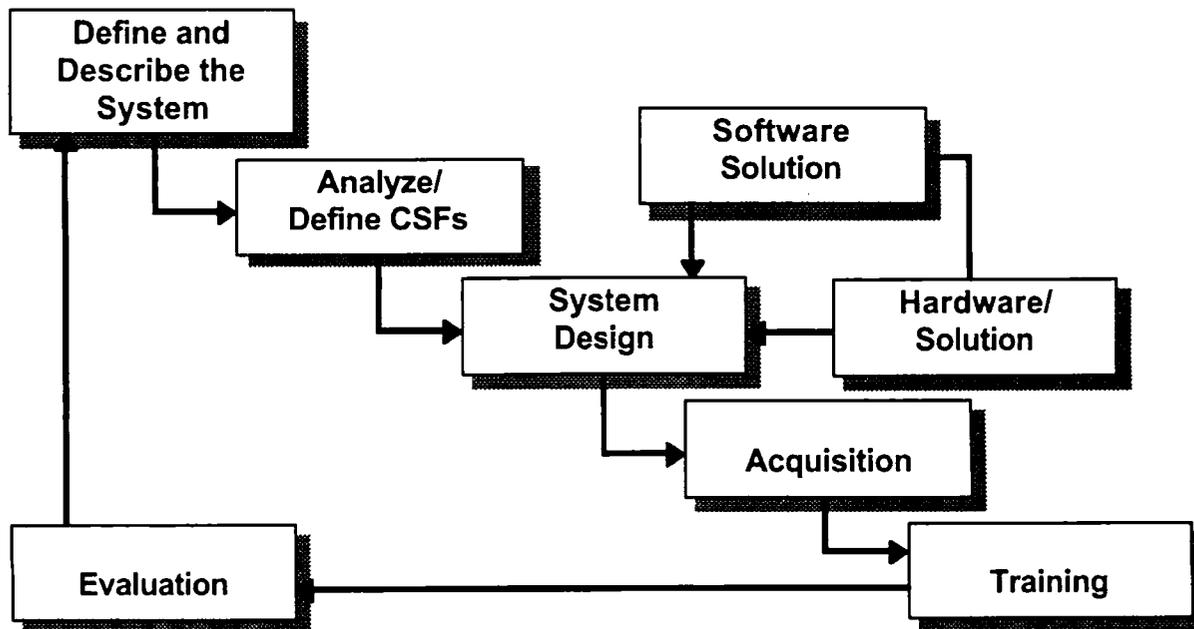


Figure 1. Methodology

**NETWORK HARDWARE.** As ODC personnel have become more proficient in the use of Windows based software and discovered some of the conveniences of using a network, the intensity of use has increased dramatically. The present server (P5-60) is inadequate for this intensive use, and has frozen on numerous occasions. Access to the WAN will require some sort of telecommunications capability.

**TRAINING.** Another problem is a reluctance on the part of half the people in the ODC to embrace new technology (we still have people using the much older Word Perfect 5.1, although everyone else is using Word 7). The reluctance stems from a sense of comfort offered by the old software. Management has been reluctant to force new software use because the office is still recovering from a forced conversion three years ago. Nonetheless, it is imperative to switch to the newer software because backwards compatibility is fading.

In summary, we realize the system must be upgraded in a systematic manner because numerous piecemeal attempts to improve the system have led to sub-optimization. We are determined not to repeat the mistakes made when the original system was established.

### DEFINING THE SYSTEM

In defining the system, we first identified the environment in which the ODC operates and the stated mission and goals of the ODC. We then proceeded to examine in detail the inputs, processes, and outputs produced by the members of the office. An interesting by-product of this analysis was the realization that we had never fully recognized the extent of our duties, nor the information that was really required to accomplish these duties.

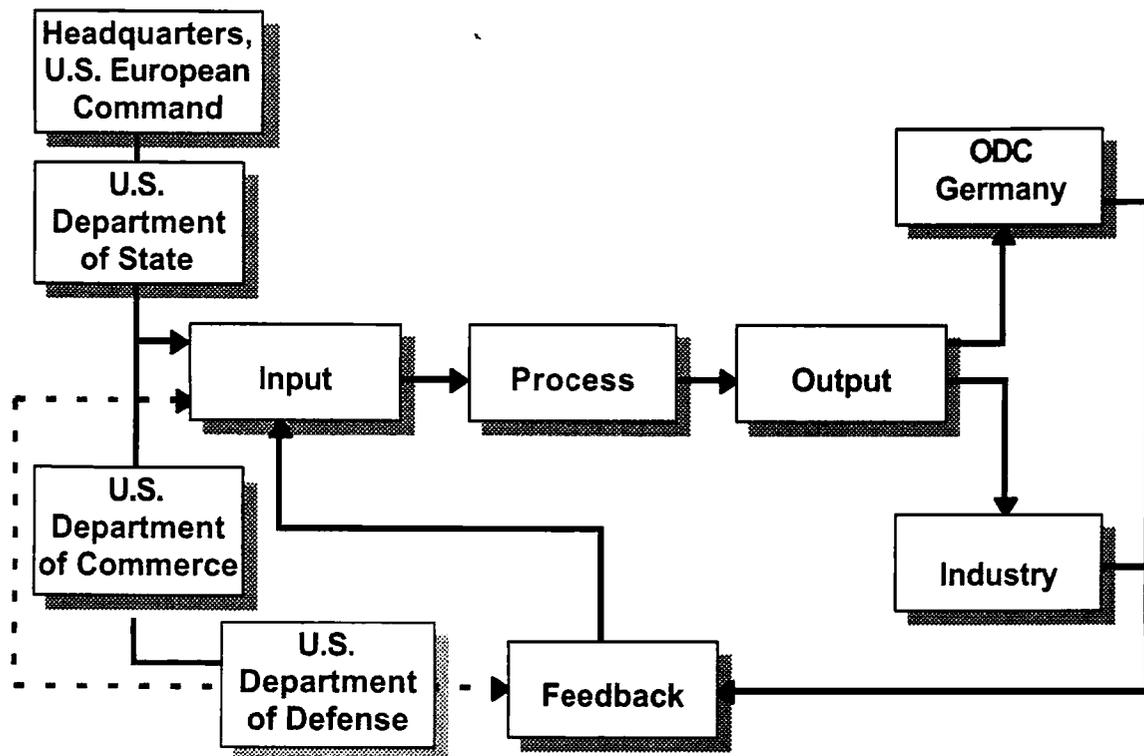


Figure 2. ODC Environment

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## **ENVIRONMENT**

The ODC is an integral part of the Embassy country team, a staff element of the United States European Command, staff coordinators with Department of State and Commerce, and a staff agency of the Office of the Secretary of Defense. Additionally, individual staff sections of the ODC (Army, Navy, etc.) deal with their respective military departments. The main customers of the ODC are the German Ministries of Defense and Economics, and to a lesser extent, the Ministry of Foreign Affairs. Other important customers of the ODC are U.S. and German defense industries. Figure 2 is a graphical representation of the ODC environment.

## **MISSION**

The formal mission of the ODC is stated as follows:

The United States Office of Defense Cooperation represents U.S. Defense Interests in Germany by Managing U.S. Security Assistance Programs, Supporting Cooperative Arms Programs, Coordinating Host Nation Support, Conducting Joint Planning, and Acting as Liaison for Other Defense Matters of Mutual Concern Under the Authority of Paragraph II of the Foreign Assistance Act (FAA) of 1961, as Amended, and under the Provisions of the Arms Export Control Act (AECA) of 1976, Formerly the Foreign Military Sales Act.

In simple terms, the ODC coordinates all aspects of defense cooperation, from security assistance, military-to-military contacts such as exercises, personnel exchanges, and visits, to acting as the in-country representative of the Under Secretary of Defense for Acquisition and Technology.

## **GOALS**

In analyzing the mission, we looked to the ODC environment to determine goals for the organization. These goals drive the critical success factors listed below.

1. Enhance interoperability in coalition operations through support of FMS and cooperative armaments programs.
2. Achieve savings in U.S. defense procurement through shared costs in development and lower unit costs in production through the promotion of joint programs.
3. Enhance German military capabilities for coalition operations with the U.S. through responsive support to FMS materiel and training needs and through joint exercises.
4. Strengthen the security relationship between the U.S. and Germany by intensifying activities in armaments cooperation, joint exercises, and military education and training in the United States.
5. Improve U.S. and allied defense systems by facilitating technology sharing in cooperative armaments programs; including research, development, testing, evaluation, and production.
6. Increase the strength of the U.S. defense industrial base by promoting industrial cooperation and the sale of U.S. defense systems to Germany.

## **THE ODC MANAGEMENT TEAM**

The ODC is organized as shown in Figure 3. We have 15 personnel: five U.S. military, four U.S. civilians, and six foreign service nationals (FSNs).

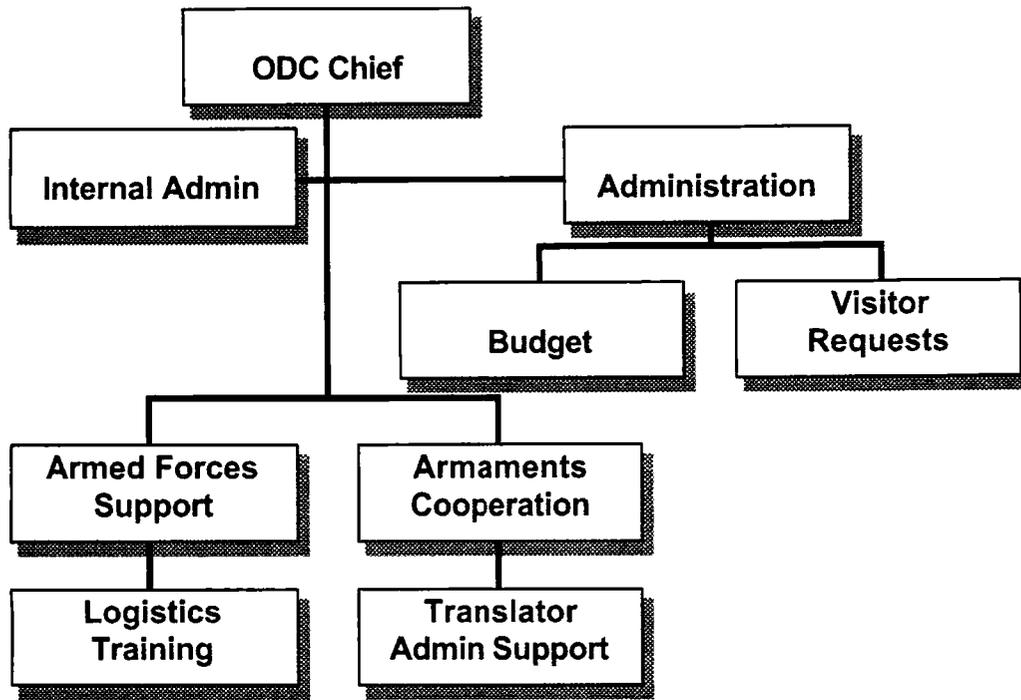


Figure 3. ODC Management Team

## MANAGEMENT TEAM CONSIDERATIONS

Since 1995, the ODC has lost five positions due to budget cuts. Those five positions were in the administrative support areas of each service section. In restructuring the ODC, we have had to combine and centralize service expertise from five people to two people. The result of these cuts is a requirement to continue with an unabated workload, while seeking ways to accomplish the mission. Automation of repetitive requirements offers a possible solution to a problem that will only become greater with time, and the impending move of the Embassy to Berlin, which will require split operations.

## MISSION AREAS

As indicated, the methodology for examining the critical success factors followed a three-step approach. First, we analyzed the mission to determine exactly what it is we do. This was done through a series of unstructured interviews, simple observation of the daily business processes, and, most usefully, watching people react to phone calls or visitors with requests for information. With these results in hand, we then attempted to identify the critical success factors associated with the five mission areas identified. Finally, to ensure we were identifying the required information sources and products, we used the methodology depicted in Figure 4, for each area.

The results of the analysis yielded five mission areas: defense cooperation, embassy country team interface, external liaison and reporting, internal administration, and an "other" category. It is also interesting to note that the five areas also had diverse customers. The ODC, as indicated above, has several masters, and is expected to respond with alacrity to all requests. As we examined our tasks, we quickly realized they not only fall into categories delineated by specific function, but also can be divided by the agencies/customers requiring the product. A breakdown of the aggregate time spent on each of these mission areas is at Figure 3. A list of activities associated with each of these areas is at Appendix 3.

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## DEFENSE COOPERATION

Defense cooperation is the broadest and most important mission area for the ODC. For the purpose of this paper, the term *defense cooperation* incorporates FMS case management, liaison with the Ministry of Defense, policy support, and third-party transfer functions that form the basis for the work we do. Customers for this mission area include the German government and the U.S. executive agencies in Washington that we support. The product of this mission area is the information we create and maintain. The critical success factor associated with this area is the imperative to gather, create, maintain and provide on demand, information related to defense cooperation issues.

## EMBASSY COUNTRY TEAM INTERFACE

This mission area centers on the interaction and ODC support of embassy internal staffing. Main players in this area include the Foreign Commercial Service, the Defense Attaché's Office, and the Political-Military section of the embassy. Additionally, this area includes the processing of visitor requests from the U.S. government and industry for official visits. The most important customer in this mission area is the Chief of Mission (Ambassador). Secondary customers are the U.S. government and industry customers requesting authority to travel. The critical success factor for this area is the requirement to provide timely and effective advice, responses, and support to all members of the Ambassador's staff.

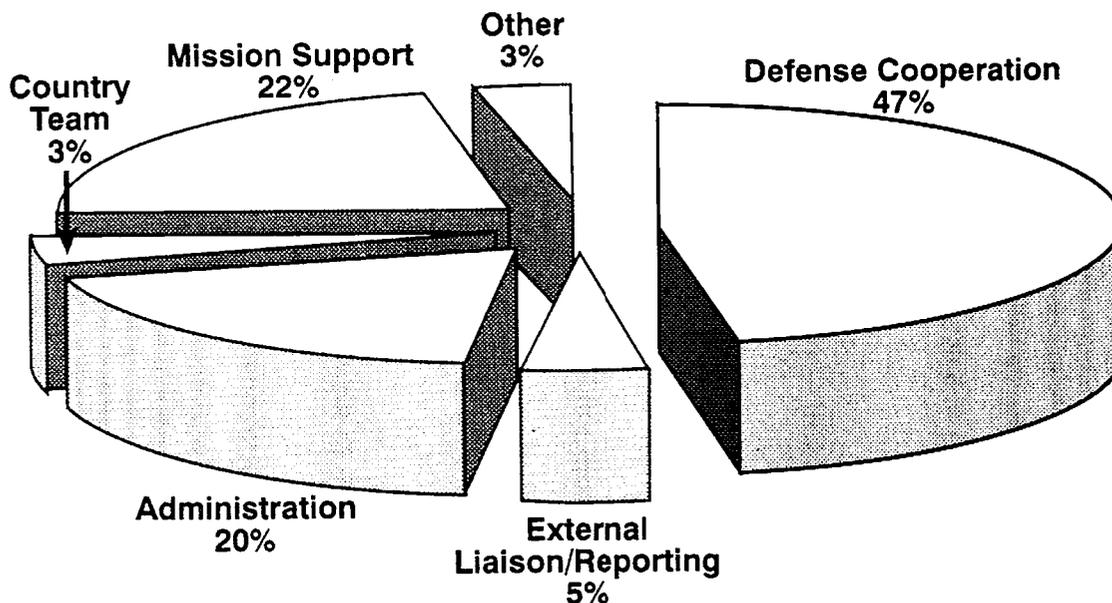


Figure 3. Time Spent on Mission Areas

## EXTERNAL LIAISON AND REPORTING

Liaison and reporting includes all activities associated with our parent military headquarters, and another major customer, the United States European Command (USEUCOM) in Stuttgart, Germany. Again, synthesizing information from the various inputs, and reporting that information is the critical success factor for this area. Included in this area are those functions that can be measured through regulatory compliance inspections (Inspector General).

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An example of these areas include USEUCOM measurements of the effectiveness of the information we produce.

## **INTERNAL ADMINISTRATION**

Internal administration encompasses those “housekeeping” activities required of all organizations, from administration and personnel management to vehicle maintenance, and also includes budgeting and procurement. All of these functions fall into areas that are annually inspected by our parent headquarters for compliance. Thus, the critical success factor for this mission area is compliance with all applicable regulations and directives, and is measured objectively and subjectively.

## **OTHER**

As in any organization, there are always those activities that are either ad hoc, or fit in to no other category. In our case, this area concentrates on support we provide to other U.S. embassies and ODCs throughout the European sub-Saharan Africa area. The critical success factor for this area is simply stated: respond to the requests in a timely manner, and track progress.

## **CRITICAL SUCCESS FACTORS (CSF)**

Based on the above analysis, the critical success factors for ODC Germany and their information requirements are:

- 1. Gather, maintain, and provide on demand, information related to defense cooperation issues.**

Information Requirements:

*Data on FMS case management issues to include funding data.* Found in Defense Finance and Accounting Service (DFAS) and military department on-line downloadable databases. Products are reports to German MOD with follow-ups to U.S. DoD.

*Data on training statistics to include funding data.* Found in the Integrated Standardized Training List (ISTL) database on the Security Assistance Network. Primary byproduct is International Travel Order (ITO) issued to the German student. Secondary products are reports to German MOD with follow-ups to U.S. DoD and services.

*Data on third party transfers.* Found in ODC archived files, and State Department Defense Technology Information Center (DTIC) files and databases. Products are requests to German MOD with follow-up responses to U.S. State Department.

*Data on Defense Industry Activity.* Found in ODC files, Internet search activities, and personal contact. Products are responses to industry and governmental inquiries.

*Data on liaison and programs.* Found in ODC continuity books. Products are availability of information for industry and governmental inquiries.

- 2. Synthesize information from the various inputs, and report that information to U.S. and German government sources, and U.S. and German industry.**

Information Requirements include the sources above. Products (reports) are the results of the analysis. Spreadsheet programs that analyze trends are particularly useful. A second major activity is the submission and daily tracking of over 100 visit requests, currently a manual system.

3. **Provide timely, and effective advice, responses, and support to all members of the Embassy Country Team (Ambassador's staff).**

Information requirements are again the same as above. The synthesized information is normally presented in briefing format.

4. **Comply with all applicable military regulations and directives.**

Information requirements focus on the internal housekeeping activities of the ODC, and include procurement, budget, property accountability, vehicle dispatching and maintenance, and personnel management programs.

Information Requirements:

*Budgetary data.* Provided by USEUCOM, validated by the Embassy Regional Finance Office. Products include spending reports, salary and bonus reports, and unfinanced budgetary projections.

*Property Accountability.* Currently a manual accounting system operated according to Army regulations which tracks over \$700,000 in property. Products are procurement requests, document register reports, and hand receipts which assign accountability on all ODC property.

*Vehicle data.* A manual system that tracks fuel usage, maintenance requirements, dispatching and use for six vehicles.

*Personnel Management.* A series of manual systems (one for each service, plus one for U.S. civilian personnel and one for foreign service national personnel.)

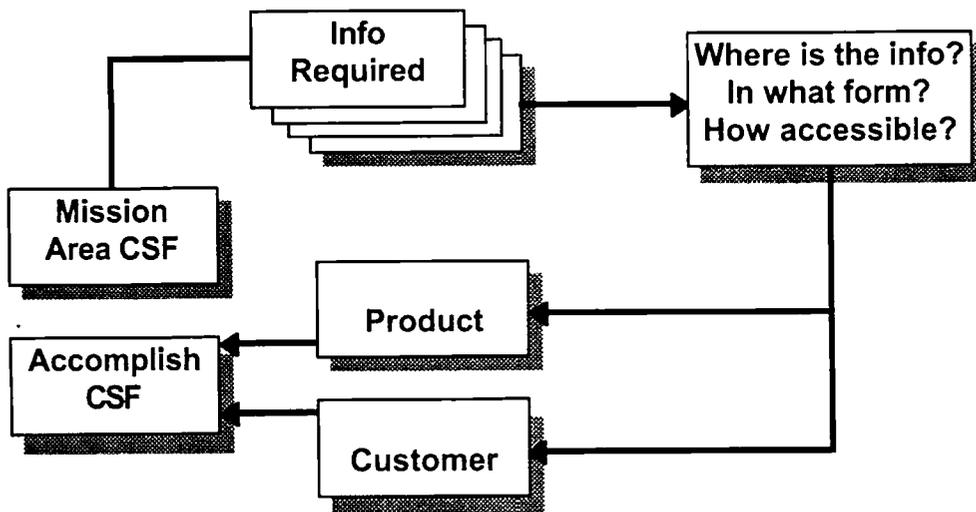


Figure 4. Information Methodology

## SYSTEM DESIGN

The last major step in this analysis is the recommendation of a system design. The design phase includes considerations based on the above mission analysis, a recommendation for hardware and software solutions, and a cost prediction. Training plans and system evaluation calculations form the final steps of this phase.

1. **Function Requirement Definition.** The first step in deriving a system design from the CSFs defined previously is to define specific functional requirements. Each functional requirement of the system provides a solution to an information requirement of a CSF. The sum of the functional requirements defines the system itself. Listed below are the functional requirements and the information requirements they support:

Functional Requirement	Supported Information Requirement
1. Access to Security Assistance Databases via SAN.	Data on defense case management issues. Data on training statistics. Budgetary data.
2. Electronic mail with Internet access.	Data on Defense Industry Activity. Data on third party transfers. Data on training statistics to include funding data.
3. International student training management and planning.	Data on training statistics to include funding data.
4. Access to ODC Bonn historical data (stored in current computer systems and manual files).	Data on third party transfers. Data on Defense Industry Activity. Data on liaison and programs.
5. Ability to store personal contact and other individually needed data.	Data on Defense Industry Activity.
6. Maintain and provide access to ODC continuity binders.	Data on liaison programs.
7. Reports compiling various data related to Foreign Military Sales.	All information requirements.
8. Visitor tracking system.	Various information requirements related to CSF 2.
9. Briefing preparation to Embassy Country Team.	All information requirements.
10. Track budget data.	Budgetary data.
11. Track property accountability.	Property accountability.
12. Track vehicle data.	Vehicle data.
13. Conduct personnel management.	Personnel management.

2. **General Solutions.** After determination of the functional requirements, we need to determine the solutions to those requirements. In general, the solutions will fall into the following categories:

- *Manual solution.* The requirement is best met by continued manual processes. Some processes are effective without automation, or automation would not be cost effective. As an example, consider an office which issues visitor badges to one or two weekly visitors. Automation of the process would likely be much more expensive and/or complex than simply having a written badge sign-out sheet.
- *Commercial-Off-The-Shelf Software (COTS).* The Department of Defense (DoD) has mandated use of COTS whenever possible. COTS software exists to meet most office automation tasks. Purchase and installation of COTS is typically much less expensive than custom-designed software.

- *Existing corporate (DoD) software.* The DoD has prewritten and readily available software to solve many possible requirements.
- *Custom designed automated systems.* Some functional requirements may not be solvable by the above solutions. Custom designed solutions may be needed to accomplish these requirements. Custom designed solutions tend to be very expensive to develop and maintain.

Recommendations addressing each of the functional requirements must be based on an analysis of the costs and benefits of the general solutions above. Recommended solutions to ODC Bonn's requirements:

<b>Functional Requirement</b>	<b>Recommended Solution</b>
1. Access to Security Assistance Databases via SAN.	COTS. A variety of Internet solutions exist to provide SAN access.
2. Electronic mail with Internet access.	COTS. A variety of Internet solutions exist to provide SAN access.
3. International student training management and planning.	DoD Software. DISAM's Training Management System solves this requirement
4. Access to ODC Bonn historical data (stored in current computer systems and manual files).	COTS. Although a custom designed system might better meet ODC Bonn's needs, the cost of the software suggests a COTS solution.
5. Ability to store personal contact and other individually needed data.	COTS. Integrated Office Automation package.
6. Maintain and provide access to ODC continuity binders.	COTS. Integrated Office Automation package.
7. Reports compiling various data related to Foreign Military Sales.	COTS. Integrated Office Automation package.
8. Visitor tracking system.	Suggest DoD (Security Assistance community) automation. Continue manual system for now.
9. Briefing preparation to Embassy Country Team.	COTS. Integrated Office Automation package.
10. Track budget data.	DoD Software. SAARMS solves this requirement
11. Track property accountability.	Continue manual system until delivery of DoD Software. DISAM's SAARMS Property Module will solve this requirement.
12. Track vehicle data.	Suggest DoD (Security Assistance community) automation. Continue manual system for now.
13. Conduct personnel management.	Continue manual system while exploring possible existing DoD automation systems.

**3. Implied System Requirements and Solutions.** As we have decided to automate, or continue to use computer automation, within the ODC we need to look at possible new requirements for our ODC Bonn Management Information System. Suggested additional system requirements and their solutions follow:

<b>Implied System Requirements</b>	<b>General Solution</b>
1. Continued use of centralized servers for file storage and printing. Use of a server will allow shared use and centralized administration of computer resources.	Microcomputer based server.
2. Redundancy of computer server to increase availability of information resources vital to ODC Bonn.	Backup server.
3. Workstations to support MIS plan.	Personal Computers.
4. Information resources stored locally must be archived to minimize chance for critical data loss.	Server tape backup system.
5. Data communications access to Internet.	Connection to local Internet Service Provider.
6. Ability to scan historical documents into the ODC computer systems.	Scanner with OCR.
7. Individual workstations networked together and to the server and printers.	Upgrade existing PCs and network as needed.
8. Individual workstation virus protection.	Viral scanning software.

**4. Specific Solutions.** The general solutions above give broad guidance to the specific solutions to ODC Bonn's functional requirements to solve the identified information requirements. Before we can identify specific solutions, however, we need to determine further constraints on our specifications.

ODC Bonn has an existing MIS in place. It would be foolish to replace the existing system without capitalizing the existing investment in hardware, software, communications, and most importantly data. Any new system must incorporate the corporate knowledge resident in the currently computerized documents.

The primary constraints placed on a new system design are:

- The existing workstations all use Microsoft's (MS) Windows 95. Any new system must be compatible with Windows 95 workstations.
- Any new office automation software must be able to read existing MS Word, MS Excel, MS PowerPoint, LOTUS 123 v3, Corel, and WordPerfect 5 documents.
- Any new system must be capable of running required DoD software. Current requirements for SAARMS and TMS require Windows 3.1 or Windows 95.
- Any new system should use the existing Category 5 Unshielded Twisted Pair wiring to preclude rewiring.

- ODC Bonn does not have, nor can expect, dedicated on-site computer support personnel. The MIS procured must be supportable primarily by in-house staff.

Based on the ODC Bonn's information requirements and their solutions, along with current automation constraints, we recommend the following upgraded MIS for ODC Bonn.

A client-server Local Area Network (LAN) with two LAN servers and 16-17 networked PCs. The network will use the existing 10BaseT wire plant with new computers and servers running 100BaseT Ethernet for faster throughput.

The two Windows/NT based servers will share applications and provide redundant data storage. One server will function primarily as a file and print server. The second server will provide backup file and print services as well as Intranet and electronic mail services.

Workstations will be fast Windows 95 systems with a minimum of 17" monitors to allow better use of Windows 95 SVGA capabilities for increased employee productivity.

Specific solutions to the previously identified requirements (see Appendix 4 for detailed system and cost estimates):

Functional Requirement	Specific Solution
1. Access to Security Assistance Databases via SAN.	Windows 95 "Dial-Up" Networking through local Internet service provider. Use of 56KB modems and dial-up as needed service provide near the speed of ISDN (1/2 speed) for far less cost. Dedicated service is cost prohibitive (> \$10,000/year per line). A shared ISDN pool on the communications server is another alternative the ODC might if additional funds are available.
2. Electronic mail with Internet access.	MS Outlook as part of MS Office 97. MS Outlook provides support for periodic dial-up networking to remote email servers (such as the SAN or EUCOM servers) as well as interoffice email through MS Exchange.
3. International student training management and planning.	TMS 4.2 provided by DISAM.
4. Access to ODC Bonn historical data (stored in current computer systems and manual files).	MS Office software will read older ODC Bonn documents. Paper documents can be scanned and stored on the server. MS Office 97 will allow URLs within documents to create a "database" of existing documents. A database can be created using hyperlinked documents from an Internet browser menu system. Thus existing computerized documents (such as Continuity Binders) and paper documents can be integrated and more easily maintained.
5. Ability to store personal contact and other individually needed data.	MS Outlook includes an integrated personal contact, dialer, and schedule package.

<b>Functional Requirement</b>	<b>Specific Solution (Cont'd)</b>
6. Maintain and provide access to ODC continuity binders.	Link the documents as described in #4 above.
7. Reports compiling various data related to Foreign Military Sales.	MS Office provides full reporting and presentation software.
8. Visitor tracking system.	Suggest DoD (Security Assistance community) automation. Continue manual system for now.
9. Briefing preparation to Embassy Country Team.	MS Office provides full reporting and presentation software.
10. Track budget data.	DISAM SAARMS.
11. Track property accountability.	Continue manual system until delivery of DoD Software. DISAM's SAARMS Property Module will solve this requirement.
12. Track vehicle data.	Suggest DoD (Security Assistance community) automation. Continue manual system for now.
13. Conduct personnel management.	Continue manual system while exploring possible existing DoD automation systems.

<b>Implied System Requirements</b>	<b>Specific Solution</b>
1. Continued use of centralized servers for file storage and printing. Use of a server will allow shared use and centralized administration of computer resources.	Minimum Pentium II 233 MHz server, 128 MB RAM, 512KB L2 Cache, 12X CDROM, 17" Monitor, 10/100 MBPS Ethernet Card, Tape Backup Unit, 2 3.2 GB disk drives, tape backup unit, Windows NT.
2. Redundancy of computer server to increase availability of information resources vital to ODC Bonn.	Same as #1.
3. Workstations to support MIS plan.	Minimum Pentium 200 MHz PCs, 32 MB RAM, 256KB L2 Cache, 8X CDROM, 17" Monitor, 10/100 MBPS Ethernet Card, 2 GB hard disk, 56 KB modem, Windows 95.
4. Information resources stored locally must be archived to minimize chance for critical data loss.	Included in #1 and #2.
5. Data communications access to Internet.	Connection to local Internet Service Provider. Windows 95 and local ISP will provide required software. 56KB modem must be compatible with local ISP protocols.
6. Ability to scan historical documents into the ODC computer systems.	A variety of high quality scanners are acceptable. Ensure compatibility of OCR software with Windows 95.
7. Individual workstations networked together and to the server and printers.	Ethernet cards included in each workstation. Replace existing hub with 10/100 MBPS Switchable Ethernet Hub.
8. Individual workstation virus protection.	Virus scanning software for each workstation and server. Norton and McAfee provide acceptable software.

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The MIS described above uses widely available system software with many possible training sites for all required software. Local staff should be able to perform day-to-day maintenance after completion of a short training program (see appendix 5).

## **ASSESSMENT**

The final step in our MIS plan is an assessment to determine if the MIS has met the ODC Information Management goals. Success in for the MIS is defined by meeting our goals as previously defined. Because ODC Bonn's goals, CSFs, and system requirements are not quantitative, the assessment must be qualitative. Therefore we will survey all ODC Bonn staff prior to system implementation on their degree of satisfaction (scaled 1-10) with the current MIS in each of the functional requirements defined above. Six months after implementation of the new system, we will survey the ODC Bonn staff on the upgraded MIS. Success is defined as: an increase of 20 percent in user satisfaction in 80 percent of the functional requirements.

Upon completion of the assessment the Chief, ODC Bonn will determine any system changes needed to address system deficiencies and the date for the next required MIS reevaluation.

## **CONCLUSION**

This exercise has been an "eye opener" for the personnel of the ODC, especially those that lived through the original network/information management start-up. By commencing with mission and goals, we were able to focus on not only what we do, but those things that are critical to our success. Moreover, as we move to completion of the project, we are already seeing the fruits of involving everyone. Although in most cases, information management is an adjunct to business process reengineering, we have found that the process of building an MIS plan actually allowed us to critically question our processes, and either improve, or in some cases eliminate them.

## **About the Authors**

Lieutenant Colonel Charles K. Pickar, a Field Artillery Officer and Foreign Area Officer, is currently the Chief of Army Affairs in the Office of Defense Cooperation in Bonn, Germany. He is the developer of the soon to be released computer program, "Automated Property Accounting System" in coordination with DISAM. LTC Pickar is a graduate of the Command and General Staff Course and School of Advanced Military Studies at Fort Leavenworth, Kansas, and he holds a Master of Arts in National Security Studies from the Naval Postgraduate School.

Mark Ahles is currently an instructor and software developer at DISAM. He has previously worked at the National Security Agency, Air Force Logistics Command, and the Air Force Assistance Center. Mr. Ahles holds a reserve commission of Major and is currently assigned as Operations Officer in a Ohio Army National Guard MP battalion. Mr. Ahles has completed his Associates (History), Bachelors (Computer Science), and Masters (Computer Science and Engineering) degrees at the Ohio State University.

## APPENDIX 1

### System Architecture

#### ODC Germany ADP Layout

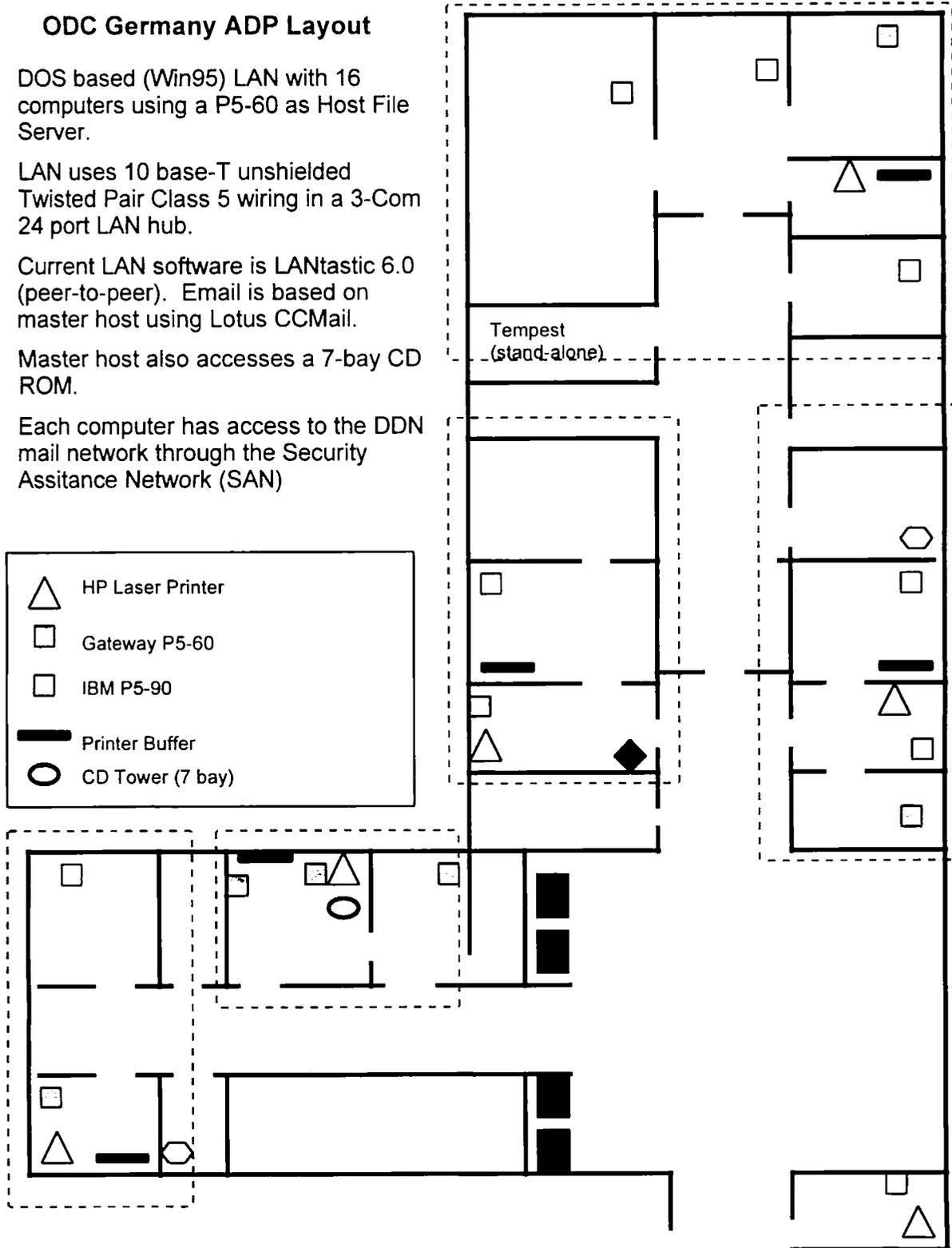
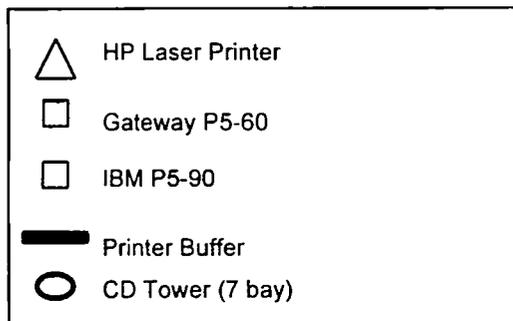
DOS based (Win95) LAN with 16 computers using a P5-60 as Host File Server.

LAN uses 10 base-T unshielded Twisted Pair Class 5 wiring in a 3-Com 24 port LAN hub.

Current LAN software is LANtastic 6.0 (peer-to-peer). Email is based on master host using Lotus CCMail.

Master host also accesses a 7-bay CD ROM.

Each computer has access to the DDN mail network through the Security Assistance Network (SAN)



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## APPENDIX 2

### Existing Information System

ODC Germany currently operates a 17-station Ethernet Local Area Network (LAN) using a P5-60, 24 MB RAM, 540 MB hard drive as Host File Server. The LAN provides file-sharing, E-mail capability, CD-ROM sharing, and access to a common color printer. Print sharing is accomplished on a separate 5 printer, print-sharing system. (Appendix)

### LAN Hardware

Host: Gateway 2000, Pentium 60 MHz, 24 MB RAM, 540 MB hard disk

Wiring: 10Base-T Unshielded Twisted Pair (UTP) Class 5 wiring with outlets in all ODC offices

Hub: 3Com 24 Port Hub

Network Cards: Artisoft Noderunner/ SI 2000/A (Ethernet compatible)

### LAN Software

Network Software: Artisoft LANtastic 6.0

Email: Lotus cc: Mail, 4.05

### System Hardware

- 9 Gateway 2000, P5-60
- 1 CARAT 80486-33
- 6 CARAT, 80386/40
- 2 IBM Thinkpad 360 (Laptops)
- 1 HP Laserjet 4+ Printer
- 4 HP Laserjet 4 Printer
- 1 HP Laserjet IIID Printer
- 1 HP Deskjet 560 Printer (Color)
- 4 Epson 1050/2550 Dot Matrix Printers
- 1 Toshiba 7-bay CD ROM Drive
- 5 Byteway Turbo Print Buffers

### System and Application Software

- |   |                                  |
|---|----------------------------------|
| MS-DOS 5.0 (obsolete)   | MS Office for Windows including: |
| Windows 95  | MS PowerPoint                    |
| Lotus 1-2-2 v3.4a   | MS Access                        |
| Windows 3.1   | MS Word                          |
| WordPerfect 5.1   | MS Excel                         |
| MS Access Developer's Toolkit   | ORGPlus (Windows)                |
| Visual Staff Scheduler  | Lotus Agenda                     |
| Corel Gallery   | Card Scan Plus                   |
| PCTools 8.0a  | Perform Filler 2.1(obsolete)     |
| Training Mgmt System 4.1  | Link PC 8.1 (IDSS)               |
| Calendar Creator 4.0  | PowerMenu 4.14 (obsolete)        |
| Z-mail (obsolete SAN e-mail package)                                  | Forms Engine 2.08 (DA/DoD Forms) |
| Security Assistance Automated Resource Management System (SAARMS) 5.0 |                                  |

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## APPENDIX 3

### Critical Mission Areas

Armaments Cooperation	FMS case management and requirements liaison Third-Party Transfers (Excess Defense Articles, current programs) Visit and Meeting Support Preparation for and Participation in International Meetings Defense Industry activity (Inquiries and Liaison with industry) Liaison with FMOD, Services Research & Analysis Licensing advice, support, liaison SA policy liaison (contributed currency, NRC, legislation, etc.)
Country Team Interface and U.S. Mission support activities	Coordination Meetings Planning Country clearance and visit request processing
External Liaison and Reporting	Reporting (State Department, Commerce and DAO—coordination and input) Reporting (EUCOM and DoD—e.g. monthly, quarterly) Ad hoc EUCOM requirements
Administration	Computer support and maintenance (information management) Civilian personnel management (include JMP) Military personnel management Administration (filing, distribution, supply, routing), Equipment maintenance and support Physical security Information security Reports (travel, IMCP) Vehicle administration and maintenance ODC Organizational Support (mission-related) Translation and LAN management Budget and fiscal Procurement Property management
Other	Support for other European programs

## Appendix 4. Detailed System and Cost Estimates

Item	Cost	Qty	Total
Pentium II 233 MHz server, 128 MB RAM, 512KB L2 Cache, 12X CDROM, 17" Monitor, 10/100 MBPS Ethernet Card, Tape Backup Unit, 2 3.2 GB disk drives, Windows NT. Uninterruptable Power Supply	\$4000	2	\$8000
Pentium 200 Mhz MMX PCs, 32 MB RAM, 256KB L2 Cache, 8X CDROM, 17" Monitor, 10/100 MBPS Ethernet Card, 2 GB hard disk, 56 KB modem, Windows 95, Office 97 Professional.	\$2000	6	\$12000
MS Office 97 Professional Upgrades.	\$300	10	\$3000
Norton Antivirus w/ one year viral upgrades (Windows 95 and Windows NT)	\$100	18	\$1800
MS Exchange Server with 16 clients	\$2500	1	\$2500
3Com 10/100 MBPS Switchable Hub 24 Port	\$2000	1	\$2000
Local ISP Business Account	UNK	UNK	UNK
HP ScanJet 6100Sce	\$800	1	\$800
One week TDY Installation support from EUCOM computer staff.	\$1000	1	\$1000
<b>TOTAL</b>			<b>\$31,100</b>

## Appendix 5. Training Plan

### User Training

- Four hours of user training with on-site training after installation on Office 95 Professional.
- Office 95 CDROM training tutorial - \$995.

### Administrator Training

- Windows 95 Support and Networking (5 days) - \$1000 + TDY costs
- Windows NT Server (5 days) - \$2000 + TDY costs
- MS Exchange 5 Server Administration (3-4 days) - \$1500 + TDY costs

**OR**

- Install and Configure Windows 95 (CBT) - \$995
- Windows NT Server (CBT) - \$995
- MS Exchange 5 Server Administration (CBT) - \$995