

# US Government Agency Improves the Processes, Productivity, and Financial Performance of Its Case Management System

Keane Manages Executive Office for United States Attorneys' Mission-Critical Systems

## Abstract

The Executive Office for the United States Attorneys (EOUSA) was created in 1953 as the liaison between the Department of Justice (DOJ) and the 93 United States Attorneys offices. In order to offer effective, continuous support to these federal agencies, the EOUSA identified opportunities to improve customer service through the enhancement of its case management system. Partnering with Keane, the EOUSA developed the processes and mechanisms to proactively detect and resolve systems problems, improve productivity, and reduce costs.

## Client

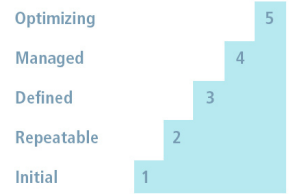
The EOUSA provides the Department of Justice in Washington, DC., and the

United States Attorneys with general executive assistance and direction, policy development, administrative management direction and oversight, operational support, and coordination with other components of the Department and other federal agencies. This geographically dispersed client base is located across the 50 states, the District of Columbia, Guam, the Marianas Islands, Puerto Rico, and the US Virgin Islands.

## Challenge

The EOUSA is committed to delivering quality mission-critical applications that support the activities of the DOJ and the US Attorneys. On evaluation of its systems, the EOUSA identified that its applications were often unpredictable and that defects were resulting in disruptions to service.

SEI's CMM outlines the practices and goals necessary for achieving greater process maturity.



## Application and Infrastructure Solutions

Despite the Case Management Staff's diligence, these challenges created a ripple effect throughout client organizations. To help support these applications and identify the underlying issues, the EOUSA transitioned the management of its numerous mission-critical applications from its Case Management Staff to Keane. This portfolio of applications included the Legal Information Office Network System (LIONS), which allows the US Attorneys district offices to track their civil and criminal cases and appeals, and the Tracking Assistance for the Legal Office Network (TALON) application, which allows the US Attorneys offices to track all cases where money is owed to the government, such as defaults on government loans.

During the Transition-In phase, which included the development of a robust delivery framework based on structured information-gathering, Keane and the EOUSA identified that its project management disciplines were minimal, processes were not well-controlled, and in many cases, IT application documentation was incomplete or missing. To improve the performance and processes supporting the EOUSA's applications, Keane applied its proven Application Management Methodology (AMM).

## Solution

By leveraging the first two of the three and Service Delivery and Improvement — Keane closely aligned with the EOUSA's business objectives and helped build an environment that

ensured application predictability, productivity increases, and cost decreases. Through the utilization of the AMM, Keane analyzed root causes of project failure within the LIONS and TALON environments and then put the right people, processes, and technology in place to ensure that these applications were generating business value for the DOJ and the US Attorneys. As a result, the EOUSA began to realize process and quality improvements and subsequently the DOJ and US Attorneys were supplied with reliable applications creating a more reliable work environment.

Closely aligned with the key process areas of the Software Engineering Institute's (SEI) Capability Maturity Model (CMM), the AMM also enabled Keane and the EOUSA to initiate continuous process improvements and CMM compliance activities to bring the EOUSA engagement to Level 3, as verified through an independent audit. This act of bringing commercial best practices inherent in the CMM to a federal civilian government agency is one of the first of its kind, and its success demonstrates the EOUSA's thought leadership among government agencies.

## Benefits

Through the AMM, Keane uncovered the root cause of the EOUSA's mission-critical application challenges, resolved the issues, and created preventative processes for the future. Coupled with the process maturity of CMM Level 3, the EOUSA and Keane created formally defined, documented,

**“EOUSA provides a great example of how an innovative government agency can apply commercial best practices to drive quality improvements.”**

Glenn Giles, Group Vice President, Keane Federal Systems Solution

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and integrated standardized processes that are understood and followed by the agency's staff when developing and maintaining software. As a result, the US Attorneys are benefiting from:

- » Regularly functioning and consistent mission-critical applications
- » Improved financial performance through more timely debt collection
- » Ability to effectively track cases and appeals, generating greater confidence in the validity of case data
- » Improved tracking capabilities that enable more efficient debt collection

- » Improved administration of civil and criminal cases and appeals
- » More effective and accurate information-sharing

Keane's application management and the CMM Level 3 achievement equipped the EOUSA with the right tools to deliver quality products to its clients. The improvements to its mission-critical applications directly increased the productivity and financial performance of the US Attorneys as well as the EOUSA.

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### About Keane

Keane is an IT services firm headquartered in the US with more than 12,000 professionals worldwide. For 45 years, Keane has been an Application Services specialist with distinguished project management credentials. Today, we offer a flagship suite of Application Services, as well as Infrastructure and Business Process Outsourcing solutions delivered through onsite, nearshore, and offshore resources. Visit [www.keane.com](http://www.keane.com) to learn how our projects, managed services, and outsourcing engagements deliver value for a range of businesses and government agencies.

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Australia | Canada | France | Germany | India | New Zealand | Singapore | Switzerland | UAE | UK | USA  
877.88.KEANE | [info@keane.com](mailto:info@keane.com) | [www.keane.com](http://www.keane.com)

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