



*Case Study: Strategic Planning & Management Consulting*

## **Catapult Saves OSHA Substantial Maintenance Cost Over Two Years through Operations and Maintenance Support**

### **The Customer**

The Occupational Safety and Health Administration (OSHA), a division of the U.S. Department of Labor, oversees worker safety in the nation's workplaces.

### **The Challenge**

Catapult was hired to provide operations and maintenance support for OSHA's Directorate of Information Technology (DIT), which ensures access for all of OSHA's national office and field staff for the agency's mission-critical Integrated Management Information Systems (IMIS) and related applications.

Catapult took over the contract from another vendor in 2004 and has been on the job since, with multiple extensions of the contract since its inception.

### **The Deliverables**

As Catapult took over the contract, its consultants had to manage the transition from the previous contractor. They identified members of the incumbent team that were deemed critical to the project's success, determined who would join Catapult and who would join a subcontractor, and took the steps required to retain those workers.

The contract covered 250 offices nationwide, more than 4,500 OSHA users, and six servers. Catapult provides IT services, database administration services, and software development and maintenance services.

The specific tasks that OSHA needed included application development and support; project management; server services; systems integration services; and help desk support.

### **The Results**

On an ongoing basis, Catapult enables OSHA to meet several organizational goals, including:

- Providing high quality yet cost-effective application development and support.
- Developing effective business process analyses and solutions for the IMIS aimed at maintaining, improving, and assuring project services, production, and delivery.
- Providing database administration services and maintaining the application web servers daily.
- Maintaining and updating the help desk content area of OSHA's Internet site.

Some of the initiatives that Catapult has delivered for OSHA include the reformation of OSHA's Whistleblower web application to fix many system bugs that had rendered it inoperable.

Additionally, Catapult implemented a single web sign-on solution that eliminated the previous system that required individual sign-on for every application.

This consolidation permits users to access all web applications through one method. Catapult also migrated all application servers in-house, which saved OSHA substantial maintenance cost over two years.

The ongoing nature of the project demands that Catapult provide timely releases of software and application upgrades, user change requests and enhancements, and security patch upgrades. Catapult's performance on this project has led to commendation from the customer, as well as helped pave the way for a recent extension of the contract through 2012.