

**About Booz Allen**

Booz Allen Hamilton is a leading provider of management and technology consulting services to the US government in defense, intelligence, and civil markets, and to major corporations, institutions, and not-for-profit organizations. Booz Allen is headquartered in McLean, Virginia, employs more than 25,000 people, and had revenue of \$5.59 billion for the 12 months ended March 31, 2011. (NYSE: BAH)

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# Mission Agility Framework for Case Management

## An Innovative Solution for Meeting Government Case Management Needs

As a government leader, your agency is responsible for carrying out hundreds of mission related cases to drive or enable mission effectiveness. These cases are triggered in response to citizen services, criminal activity, litigation, and/or agency oversight demands. Cases take many forms including investigations, legal matters, service requests and audits. As case workloads increase and become more complex, the difficulty in providing timely, accurate responses, and the deficiencies with current case management system are becoming more evident and problematic. Often, traditional approaches to delivering case management solutions are challenged with lengthy implementation cycles, incomplete requirements, and high costs. Your agency must manage its critical case management processes to both drive and enable your mission.

### Booz Allen Can Help You Be Ready for What's Next

Booz Allen Hamilton, a leading strategy and technology consulting firm, helps agencies manage the challenges of implementing case management solutions. We use commercial off-the-shelf (COTS) products to cost effectively deliver the results you need to manage your cases. Our Mission Agility Framework for Case Management is a functional blueprint for implementing a domain and technology independent case management solution using industry-leading COTS products. It provides a foundation for developing evolving levels of case management automation maturity as agency needs change. Mission Agility Framework can be used to quickly stand-up and configure a case management solution for any type of federal case management need. Our team helps to configure the framework to agency specific data and process requirements.

### Delivering Cost-Effective Case Management Solutions

Booz Allen's Mission Agility Framework provides a lower total cost-of-ownership (TCO) solution by decreasing the implementation time and lowering long-term maintenance costs. Mission Agility Framework greatly reduces the effort and costs associated with non-framework based implementations. We develop comprehensive case management solutions within our efficient Mission Agility Framework by using the following phases:

- **Analysis.** Assess agency maturity for case management and develop an implementation strategy.
- **Requirements.** Implement only the parts of the framework you need for your agency, as 80 percent of general case management needs are pre-defined.

Ready for what's next. [www.boozallen.com](http://www.boozallen.com)

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delivering results that endure

- **Design.** Use pre-defined workflows and templates, which provide a complete design for most case management needs.
- **Implementation.** Execute a quick deployment in as little as 90 days, with a Microsoft SharePoint 2010 reference implementation; however, other COTS products can also be used.

### Helping Federal Clients Reduce Case Management Costs

Booz Allen developed our Mission Agility Framework as a result of lessons-learned from dozens of case management implementation projects using leading COTS products. With Mission Agility Framework, we have helped the Federal Emergency Management Agency (FEMA) automate key audit processes at the Office of Inspector General (OIG) and Government Accountability Office (GAO).

With more than a hundred open audit investigations requiring updating and reporting, FEMA needed a solution for managing timely responses to Department of Homeland Security and GAO. Booz Allen worked closely with FEMA to leverage Microsoft SharePoint to create a case management solution that automated business processes, and tracked documents and structured data. Using Booz Allen's Mission Agility Framework to implement case management has allowed FEMA to manage its OIG/GAO cases in a more cost effective and timely manner.

Whether you're managing today's issues or looking beyond the horizon, count on us to help you be ready for what's next.