



# Administration of Justice Support Project



American Mideast Education and Training Services, Inc.  
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## Development Experience Clearing House Submissions Form – AID 590-7

USAID Contract #: **USAID/Egypt Contract # 263-C-00-04-00028-00**

Project Title: Administration of Justice Support II (AOJS)

Project #: 263-0288

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Document Title/Translated Title: Automated Directives System (ADS)- Information Technology Review (Hardware, Software, and Services Procurement for the AOJSII Project)

Author(s): USAID

Contractor's Name: American Mideast Education and Training Services, Inc. (AMIDEAST)

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□ Abstract: This report explains the methodology used to perform the AOJS's review, presents the analysis, finding(s), and recommendations; and discusses next steps for the successful completion of the project.

Keywords: Methodology, sustainability, technical analysis, recommendations

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Date of Submission: January 31, 2009



**USAID**  
FROM THE AMERICAN PEOPLE

June 27, 2005

MEMORANDUM

To: Margaret Groarke, USAID/Egypt

From: Lindabeth Doby, M/PMO/BEA, USAID/Washington

Through: Bill Wood, M/PMO/BEA, USAID/Washington

Subject: ADS 548 Review of Hardware, Software, and Services Procurement for the Egypt Administration of Justice Support II (AOJS II) Project

Attached is the USAID/M/PMO/BEA ADS 548 Review of the Egypt AOJS II project. Based on the completed review of the submitted information, USAID/M/PMO/BEA recommends moving forward with the procurement with consideration of recommendations listed in the attached USAID/M/PMO/BEA ADS 548 review.

Should you need additional information or clarification on the subject matter, please contact:

- q Bill Wood, USAID/M/PMO/BEA, (202) 712-1019 [bwood@usaid.gov](mailto:bwood@usaid.gov).
- q Lindabeth Doby, USAID/M/PMO/BEA, (703) 597-4285 [ldoby@usaid.gov](mailto:ldoby@usaid.gov).

Thank You.



**USAID**  
FROM THE AMERICAN PEOPLE

**United States Agency for International Development**

**AUTOMATED DIRECTIVES SYSTEM (ADS) 548**

**PROGRAM-FUNDED**

**INFORMATION TECHNOLOGY REVIEW**

**Hardware, Software, and Services Procurement for  
the Administration of Justice Support II (AOJS II)  
Project**

**Egypt**

**June 27, 2005**

**USAID Bureau for Management (M)**

**Program Management Office (PMO)**

**Business Enterprise Architecture (BEA)**

## **REQUEST**

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Title of Project: Hardware, Software, and Services Procurement for the AOJS II Project  
Purpose: Automated Directives System (ADS) 548 Review  
Requested by: Margaret Groarke, USAID/Egypt  
Supported by: Bill Wood, USAID/M/PMO/BEA  
Analyst(s): Lindabeth Doby, USAID/M/PMO/BEA  
Ludmila Goode, USAID/M/PMO/BEA  
Date of Request: June 15, 2005

## **INTRODUCTION**

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Margaret Groarke of USAID/Egypt requested an ADS 548 review of the Information Technology (IT) components of the AOJS II project. This project will provide technical assistance, training, and equipment procurement services to improve the efficiency of Egyptian Courts of First Instance. The IT components include:

- q Servers;
- q Desktop Computers;
- q Networking Equipment;
- q Printers, Scanners, Video, and Other Equipment;
- q Services; and
- q Software.

M/PMO/BEA completed the review of the submitted documentation and in this ADS 548 review provides its concurrence with recommendations.

## **GOALS**

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The purpose of this document is to:

- q Provide a formal reply to USAID/Egypt;
- q Explain the methodology used to perform the review;
- q Present the analysis, finding(s), and recommendations; and
- q Discuss next steps for the successful completion of the project.

## **METHODOLOGY**

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The methodology for reviewing program-funded IT activities with a life cycle cost of \$100,000 or more is specified in the USAID ADS, Chapter 548.

USAID Policy and Procedures ADS 548 mandates that before program-funded activities with an IT component of \$100,000 or more are implemented, all IT-related procurements, application system scopes of work, training programs, contractor proposals, IT needs assessments, hardware/software specifications, software development, and IT-related services (e.g., installation, maintenance, and technical assistance) are to be submitted to

M/PMO/BEA for review and approval. M/PMO/BEA reviews and analyzes the submitted information to ensure that a reliable, scalable, and sustainable information system will be in place at the end of the project.

To conduct a prompt and helpful review, M/PMO/BEA requires that the IT component of each project include the following information with the system submitted for approval:

- q Description of all project IT components, with goals and objectives;
- q Summary of IT needs assessment;
- q Discussion of primary applications and system design concept;
- q List of IT system specifications, including hardware and software architecture;
- q Results of any studies recommending specific IT tools or platforms;
- q Maintenance and support plans for the system;
- q Description of the host country institutions' IT infrastructure;
- q Relevant system cost information; and
- q Measurable success factors or outcomes to assess IT transfer objectives.

The information provided to and reviewed by M/PMO/BEA included:

- q Description of all project IT components, with goals and objectives;
- q Summary of IT needs assessment;
- q Discussion of primary applications and system design concept;
- q List of IT system specifications, including hardware and software architecture;
- q Maintenance and support plans for the system;
- q Description of the host country institutions' IT infrastructure;
- q Relevant system cost information; and
- q Measurable success factors or outcomes to assess IT transfer objectives.

The following factors were considered during the review:

- q Suitability of hardware;
- q Cost effectiveness of software solution;
- q Information security;
- q Maintenance;
- q Training;
- q Staffing; and
- q Host country institutions' discipline in managing information resources.

## **TECHNICAL ANALYSIS AND REVIEW**

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The documentation submitted by USAID/Egypt for review has addressed the major issues associated with the proposed hardware, software, and services procurement. The M/PMO/BEA analysis of and recommendations for the AOJS II project follow:

## **1. Suitability of Hardware**

### **Servers**

The proposal provides detailed hardware specifications for 47 servers. The servers are intended for several different uses [database server, domain controller, Internet Security and Acceleration (ISA), data mining, decision support system, development, testing, Microsoft Operations Manager (MOM), System Management Server (SMS), Web, image, index, help desk/change control, BizTalk replication, antivirus, and eLearning] and will be customized relevant to its use. These servers are high-end and robust enough to support the proposed solution. The configurations satisfy and exceed the minimum hardware requirements for the proposed Microsoft (MS) Windows 2003 Server Operating System (OS). M/PMO/BEA has no recommendations regarding this item.

### **Desktop Computers**

The proposal provides detailed hardware specifications for 695 desktop computers. The proposed configurations are high-end and appear to somewhat exceed the needs of the AOJS II users. The proposed specifications indicate 17" monitors and 80GB hard disk drives (HDDs). M/PMO/BEA recommends revisiting the proposed desktop specifications and consider procurement of 15" monitors and 40GB HDDs.

### **Networking Equipment**

The proposed backup system and storage, switches, routers, firewalls, racks with integrated Keyboard Video Mouse (KVM), and Wide Area Network (WAN) connectivity are sufficient for the AOJS II needs. M/PMO/BEA has no recommendations regarding these items.

The proposal indicates procurement of Uninterruptible Power Supply (UPS) units for the servers but none for desktops. M/PMO/BEA recommends assessing the need for procurement of UPS units for desktops.

### **Printers, Scanners, Video, and Other Equipment**

The specified 141 network printers, 30 receipt printers, 78 scanners, portable document camera, and electronic white board are sufficient for the needs of the AOJS II users. M/PMO/BEA has no recommendations regarding these items. The proposal indicates a procurement of video and audio conferencing equipment. Videoconferencing equipment is a high-cost solution, is often underutilized, and requires the presence of video conferencing technician on-site to sustain operation. M/PMO/BEA recommends reassessing the business needs for video conferencing equipment.

### **Services**

The AOJS project proposal includes installation and configuration services. These services will be provided by an outside vendor. M/PMO/BEA has no recommendations regarding this item.

## **2. Cost Effectiveness of Software Solution**

### **MS Windows Server 2003**

The proposed MS Windows Server 2003 is the OS for servers. All accompanying software is available to run on this platform. M/PMO/BEA has no recommendations regarding this item.

### **MS XP Professional**

Proposal indicates MS Windows XP Professional OS for the desktop computers. M/PMO/BEA recommends ensuring that the desktop computers have the MS Windows XP Professional OS Service Pack (SP) 2 installed.

### **MS Office 2003**

The identified MS Office 2003 is selected as the standard office software solution for word processing, spreadsheets, and database management. M/PMO/BEA has no recommendations regarding this item.

### **MS SQL Server**

The identified MS SQL Server is selected as a database solution for AOJS II. This solution seamlessly integrates with other MS products. M/PMO/BEA has no recommendations regarding this item.

### **MS Internet Security and Acceleration (ISA) Server**

The identified MS ISA Server is selected as the AOJS II solution for an enterprise firewall and Web cache server. This solution seamlessly integrates with other MS products. M/PMO/BEA has no recommendations regarding this item.

### **MS Operation Manager**

The identified MS Operation Manager, Application Management Pack and Enterprise editions, is selected as a tool to enforce the sustainability of the system. M/PMO/BEA has no recommendations regarding this item.

### **Symantec Antivirus**

Servers and desktop computers will have Symantec Antivirus protection. Symantec Antivirus provides adequate virus protection for servers and desktop computers. M/PMO/BEA has no recommendations for this item.

### **IBM Image Server and FileNet Image Server**

The identified IBM Image Server is selected as the imaging solution for five of the nine AOJS II image servers. This solution seamlessly integrates with other MS products. The identified FileNet Image Server is selected as the imaging solution for two of the nine AOJS II image servers. The remaining two of the nine image servers do not have specific image server application identified. Utilizing one common image server application simplifies system support and maintenance. M/PMO/BEA recommends reassessing AOJS II image server requirements in an attempt to utilize a common image server application across all AOJS II sites.

### **MS BizTalk Server**

The identified MS BizTalk Server is selected as a tool for efficiently and effectively integrating systems, employees, and trading partners. This solution seamlessly integrates with other MS products. M/PMO/BEA has no recommendations regarding this server.

### **Digital Vision eLearning Server**

The identified eLearning Server is selected as the e-learning infrastructure for creating, managing, tracking, delivering, and assessing enterprise-wide e-learning, whether in the classroom or online for AOJS II. M/PMO/BEA has no recommendations regarding this server.

### **Change Control Software**

The proposal identifies change control software will be installed for software code version control. Change control software allows large organizations and projects to better control software code uniformity across the system. M/PMO/BEA recommends defining a set of change control procedures to ensure code is checked in and out appropriately.

### **Software Development Services**

The proposal indicates a vendor will provide integration and implementation services for the Enhanced Case Management Application (ECMA). Software integration projects frequently encounter continuous requirements changes or additions. M/PMO/BEA recommends creating a Change Control Board for this integration and implementation project to control changes as allowed under time and budget constraints.

While the Case Initiation and Receipting Network (CIRN), the Case Management Application (CMA), and the automated Typing Pool (TP) already exist separately, rapid application prototyping should be used to ensure the ECMA (the final system that integrates the CIRN, CMA, and TP) will allow the system's users to see the user interface and better understand how the system will function before integration begins. Prototyping the ECMA application will allow the users to further express their requirements, ultimately leading to a better, more user-friendly system. M/PMO/BEA recommends prototyping the ECMA for the users to capture more specific functionality requirements.

## **3. Information Security**

Information security is generally addressed by the firewalls, antivirus servers and software procurement. The proposal indicates the Judicial Information Center (JIC) will conduct a security study and implementation. Based on the documented project schedule, this task will occur at the end of project timeline. M/PMO/BEA recommends conducting the security study during the early stages of the project to ensure all necessary equipment will be procured and to incorporate necessary security training into the training plan from the project outset.

M/PMO/BEA recommends that adequate information security controls be implemented in all critical information systems and telecommunications infrastructure projects to reduce the effects of security threats and vulnerabilities. M/PMO/BEA recommends

incorporating necessary security controls such as access and password policies, physical and operational security, security architecture, business continuity planning, disaster recovery planning, etc. consistent with the Information System Security Plan (ISSP) for the project implementation site. An ISSP may be available from the site's Systems Security Officer (ISSO). If not, M/PMO/BEA can provide general security guidelines.

#### **4. Warranty, Maintenance, Spare Parts, and Consumables**

Warranty and maintenance services as well as spare parts and consumables are not addressed by this proposal. M/PMO/BEA recommends obtaining a 3-year warranty term on hardware and a 2-year warranty on software procurements. M/PMO/BEA also recommends procuring consumables (printer cartridges, storage media, printer paper, etc.) to ensure the continuity of operation.

#### **5. Training**

The proposal indicates significant training activities for IT staff and non-IT staff, however specific training courses are not addressed. M/PMO/BEA recommends that AOJS II prepare a training plan for IT and non-IT staff addressing requirements, providers, schedule, etc. M/PMO/BEA also recommends that AOJS II cross-trains its IT staff to maintain a knowledgeable pool of IT staff. The following outline sample can be used during preparation of a training plan.

1. GENERAL INFORMATION
  - 1.1 Purpose
  - 1.2 Project References
  - 1.3 General Training Prerequisites
  
2. TRAINING APPROACH
  - 2.1 Requirements
  - 2.2 Roles and Responsibilities
  - 2.3 Techniques and Tools
  - 2.4 Schedule
  - 2.5 Curriculum
  - 2.6 Subcontracting
  
3. EVALUATION
  - 3.1 Metrics
  - 3.2 Strategy
  
4. COST

#### **6. Staffing**

The proposal indicates the staff necessary to conduct the project. In addition, the documentation includes a detailed project implementation plan. M/PMO/BEA has no recommendations regarding this item.

## **7. Host Country Institutions' Discipline in Managing Information Resources**

Internet connectivity is important for AOJS II business operations. M/PMO/BEA recommends the AOJS II select a reliable Internet Service Provider (ISP) to ensure appropriate Internet connection and speed.

### **SUMMARY OF RECOMMENDATIONS**

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The summary of the M/PMO/BEA recommendations for the AOJS II procurement proposal follows:

- q Revisit the proposed desktop specifications and consider procurement of 15" monitors and 40GB HDDs;
- q Assess the need for procurement of UPS units for desktops;
- q Reassess the business needs for videoconferencing equipment;
- q Ensure that the desktop computers have the MS Windows XP Professional OS SP 2 installed;
- q Reassess AOJS II image server requirements in an attempt to utilize a common image server application across all AOJS II sites;
- q Define a set of change control procedures to ensure code is checked in and out appropriately;
- q Create a Change Control Board for this integration and implementation project to control changes as allowed under time and budget constraints;
- q Prototype the ECMA for the users to capture more specific functionality requirements;
- q Conduct the security study during the early stages of the project to ensure all necessary equipment will be procured and to incorporate necessary security training into the training plan from the project outset.
- q Implement adequate information security controls in all critical information systems and telecommunications infrastructure projects to reduce the effects of security threats and vulnerabilities;
- q Incorporate necessary security controls such as access and password policies, physical and operational security, security architecture, business continuity planning, disaster recovery planning, etc. consistent with the ISSP for the project implementation site;
- q Obtain a 3-year warranty term on hardware and a 2-year warranty on software procurements;

- q Procure consumables (printer cartridges, storage media, printer paper, etc.) to ensure the continuity of operation;
- q Prepare a training plan for IT and non-IT staff addressing requirements, providers, schedule, etc;
- q Cross-trains its IT staff to maintain a knowledgeable pool of IT staff; and
- q Select a reliable ISP to ensure appropriate Internet connection and speed.

## **NEXT STEPS**

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M/PMO/BEA recommends moving forward with the proposed hardware, software, and services procurement for the AOJS II project.

In addition to this ADS 548 review, M/PMO/BEA technical services are available upon request. M/PMO/BEA has the expertise, resources, and technical capacity in all areas of implementation, strategy, and quality assurance of IT projects including Local Area Network, WAN, Internet connectivity, systems security, hardware and software configurations, software development, and training. For more information regarding such assistance, please contact Bill Wood of the M/PMO/BEA office.

## **REFERENCE DOCUMENTS**

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Documents provided by the requestor:

- q AOJS II Egypt IRM Complete.pdf.

Additional documents and information used:

- q MS Web Site – [www.microsoft.com](http://www.microsoft.com);
- q IBM Web Site – [www.ibm.com](http://www.ibm.com);
- q USAID Guidebook for Managers and Cognizant Technical Officers on Acquisition and Assistance, 1998 - <http://inside.usaid.gov/M/OP/P/guidebook.htm>; and
- q Federal Acquisition Regulations – [www.arnet.gov/far/loadmainre.html](http://www.arnet.gov/far/loadmainre.html).

## **CONTACT INFORMATION**

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For additional information or clarification of items in this report, you may contact:

- q Bill Wood, (202) 712-1019, [bwood@usaid.gov](mailto:bwood@usaid.gov); or
- q Lindabeth Doby, (703) 597-4285, [ldoby@usaid.gov](mailto:ldoby@usaid.gov).