



Information Sciences
4100 Lafayette Center Drive
Suite 110
Chantilly, VA 20151
Tel: 703.488.3480
Fax: 703.488.3499

Customer: U.S. Army Corps of Engineers Enterprise Infrastructure Services

Project Definition and Objectives

Restoration of Access to Information Systems and Networks for Corps Sites Affected By Hurricane Katrina

As part of its contract to provide global IT support for the Corps of Engineers Enterprise Infrastructure Services (CEEIS), ICRC was called upon to restore access to the CEEIS network of services for Corps of Engineers customer and industry partner sites dislocated or damaged by Hurricane Katrina. The objectives of this short-term project were:

- To restore access to the CEEIS network as quickly as possible.
- To continue providing 24/7 help desk support to CEEIS customers both inside and outside the Corps.

Tasks

The tasks performed by ICRC for this project included:

- Coordinating with telecommunications providers to install and configure circuits for emergency operations centers.
- Rerouting circuits to restore e-mail flow.
- Moving servers to alternate networks, which required new addressing, network topology changes, firewall changes, and resolution of reverse proxy and DNS issues.
- Rerouting Web applications or placing them on the CEEIS network.
- Implementing firewall holes to allow the Louisiana Department of Homeland Security to access the Corps' streaming video.
- Coordinating help desk support between the Vicksburg, Mississippi, and Portland, Oregon, CEEIS offices.

Impact

ICRC delivered the following results:

- Fully restored access to the CEEIS network of services two days after the hurricane for CEEIS customers with the critical mission of rapid assessment and reaction to the storm.
- Maintained 24/7 CEEIS help desk support by rerouting calls to the Portland site.
- Documented, reviewed and analyzed all activities performed for the system restoration in support of the CEEIS Continuing Operations Plan.

Other ICRC Services:

Advanced Vehicle Technologies
Aerospace Services
Infrastructure Support Services

For more information or to discuss potential contracting opportunities, contact ICRC's Corporate Headquarters:

Phone: 703.519.9901

E-mail: info@ICRCsolutions.com



ICRC quickly restored access to information systems for CEEIS customers with the critical mission of rapid assessment and reaction to Hurricane Katrina.