INNOLOG
INNOVATIVE LOGISTICS TECHNIQUES, INC.

CASE STUDY

LOGISTICS INFORMATION TECHNOLOGY SUPPORT

Client: U.S. Army Office of the Deputy Chief of Staff for Logistics (ODCS, G-4)

Task:
Provide contractor augmentation to the Information Management Office and the Chief, Knowledge Management Branch, supporting the mission of the Army G-4 and the needs of 300 staff members responsible for the Army's overall Logistics plans and programs.

Solution:
INNOLOG since 1995 has consistently delivered superior Information Management support to this major component of the Army's headquarters. Initially this support has ranged from a full spectrum of support including engineering, installing, operating and supporting classified and unclassified networks, video-teleconferencing, and audio-visual facilities to Knowledge Management. INNOLOG also provides graphics and web support. In the aftermath of the 9/11/01 attack on the Pentagon, INNOLOG quickly reconstituted the network and supported the G-4 staff in four separate locations as the Pentagon was restored sufficiently to allow return. The INNOLOG team played a major role in restoring the G-4 staff to their new offices and maintaining continuity of operations throughout this trying period. Coincidentally with our return to the Pentagon, the Army consolidated many network operations and support functions, our role has evolved.

INNOLOG currently provides professional support, advice and analysis to the Information Management Officer and serves as liaison to the supporting HQDA organization now providing network support. Through several major staff reorganizations, restructurings and realignments our INNOLOG team continued to provide superior support that allowed the G-4 staff to continue operations with minimal disruption to their operations. Along the way, we assumed a major role in administering the Logistics Community segment of the Army Knowledge On Line and continued our web and graphics support. Based on our outstanding record of support, the Army added a Knowledge Management (KM) component to our responsibilities. Our strong team of KM practitioners has developed a long range KM strategy for the G-4 and conducts very active and exceptionally well-received programs such as our Brown Bag Lunch discussion series and an On-Boarding program that greatly enhances the experiences of new employees joining the G-4 staff. We also manage the G-4's Suggestion Box program and conduct periodic surveys that enable senior leaders of the G-4 to "hear" the voices of their staff. These programs enjoy the regular participation of the G-4's General Officers and Senior Executives. INNOLOG also works with and assist members of the entire staff to develop and enhance knowledge sharing and retention, collaboration and communication to allow them to be more efficient and effective in supporting our soldiers in the field.

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