

Information Enabled Capability (IEC)

Information ^{not} Technology

Providing timely, relevant information to large numbers of people is an extremely complex challenge, but it's one which fundamentally underpins military activities.

THE CHALLENGE

From a Defence perspective, there are four areas of concern:

- **Complex procurement.** Does the Ministry of Defence's (MOD) massive investment over long timeframes in Information and Communication Technology deliver the information that is needed?
- **Inflexible systems.** Can the MOD procure information in a more pragmatic, agile, way to take advantage of civil ways of working?
- **Information deluge.** How can information become an enabler - avoiding swamping the user, but delivering the right piece when needed to perform the day job?
- **Rising expectations.** Why should the civil smartphone and apps revolution, with its expectation of tailored information delivery when needed, disappear when military personnel put on a uniform?

Defence and defence procurement are currently transforming. There is now an opportunity to tackle these challenges. MOD and industry must work together to create a new approach to information provision.

OUR APPROACH

We welcome the recent MOD publications in this area, most notably the MOD's Information Strategy (MODIS) which emphasizes the importance of information. We believe that in delivering this strategy MOD personnel have an opportunity to address the concerns above. By defining its information needs MOD can enable industry to deliver in a service based commercial environment that can exploit best practice from emerging technology and other markets. This is what we mean by Information Enabled Capability (IEC) – a world where MOD focuses on the information content required to support the end capability, and is less distracted by specifying the systems or infrastructure that are used to provide it.

Analogies from everyday life offer great insight. Consider financial traders. Do they dictate database design to Reuters or Bloomberg? Military users should be able to access information feeds in the same way, unconcerned with the workings behind the scenes.



IEC BENEFITS FOR:

- **Defence:** Improve operational effectiveness and efficiency with this force multiplier
- **End-users:** Get the information you need when you need it, with the flexibility to meet your changing needs
- **Procurement and Finance:** Acquire agile, competitive, pay-as-you-go information for reduced up-front investment. Introduce shorter procurement cycles that allow you to keep up with technology

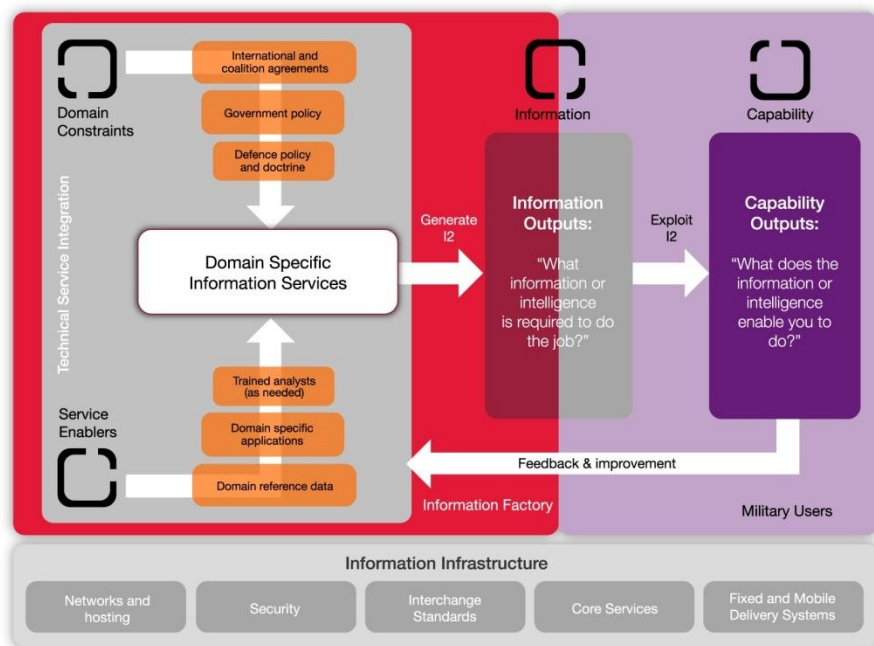
"Key to achieving the Vision is to treat information as a valued asset; only then will we achieve better-informed decision making. This requires Defence personnel to become appropriately skilled in information management and information exploitation. We must also improve the connections between business process, information flows and the supporting information systems. Finally, we must continue to innovate if we are to reform and retain the information advantage we have created."

John Taylor, CIO, Ministry of Defence
(MODIS 2011)

Or smartphone apps. These take the effort out of finding what is needed by only providing tailored, relevant information. A military app store would help the military end-users as well as allowing industry to compete in a much more dynamic environment. A ‘survival of the fittest’ principle could be introduced, where apps live or die by their success. Those that are not utilised are discarded.

BUILDING ON PREVIOUS INVESTMENT

IEC builds on the investment that’s already happened, exploiting existing infrastructure programmes such as DII and Skynet. But with IEC, the emphasis has shifted. Being connected is not the issue, the issue will be the content delivered. Apps will reduce the training burden because they are intuitive; modern tablet devices come without user guides and yet even children can use them successfully. The MOD will be ‘contracting for information’ with outputs governed through ‘Information Level Agreements’ which define quality standards, ensuring end users can trust the information they are receiving.



WHY WORK WITH CGI?

We bring expertise from many different disciplines and a range of commercial and public sector marketplaces for exploitation in Defence. We offer solutions that can be tailored for specific users, based as far as possible on common services and drawing on future commercial concepts such as Machine to Machine (M2M) and the cloud. From service definition, to governance, to assurance – we can deal with the challenges involved with implementing an IEC solution.

We want to evolve the debate to focus on what the user requires rather than just delivering the same old systems to a vast specification that is out-of-date before we get it. We are striving to create a new paradigm for Defence information – to learn the lessons from the developments in the commercial world that today’s servicemen and women are so familiar with.

The projects referenced in this document were delivered by Logica, which CGI acquired in August 2012

ABOUT CGI

With over 68,000 professionals in 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients’ front doors.

Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects.

For 40 years we have worked with Defence in the UK, US, Canada, Australia and across Europe and have over 6,000 Defence and Security professionals working across the Five Eyes and NATO community.

Together we deliver large-scale, complex programs across operations, security, intelligence, communications, personnel systems, logistics and infrastructure.

In the UK we are ranked as a top 5 Defence SITS supplier and we focus on delivering Information Enabled Capability (IEC) across the Defence domain.

Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results.

As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

For more information, contact us at:

T: +44 (0) 845 070 7765

E: info@cgi-group.co.uk

www.cgi-group.co.uk/iec

CODE 5537 0313