ROARTECH'S HYBRID MULTI-CLOUD SOLUTION UNLEASHES INR'S POTENTIAL

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Customer

Established in 1947, the Department of State's Bureau of Intelligence and Research (INR) is a member of the Intelligence Community (IC). Their primary mission is collecting, analyzing, and disseminating intelligence to inform and shape the formulation of U.S. foreign policy, ensuring that diplomatic decisions are grounded in comprehensive and reliable information. INR is a direct descendant of the Office of Strategic Services Research Department and the oldest civilian intelligence element in the U.S. Government.

The Challenge

Given the nature of their operations and the workload handled by their employees, the INR was facing significant challenges. The processing of all their officers' needs across the globe was done manually and slowly, causing backlogs and inefficiency in their communications, tasks, and processes. This resulted in systemic requests for increasing processing power and storage from their existing cloud. RoarTech Inc realized that scalability and organizing were constant points of struggle due to the existing cloud's limitations that needed to be addressed, like:

The INR manages many embassies, all of which require their websites and applications continuously linked to the cloud in order to work correctly and data to be processed and displayed accurately and in real time, the system could not support this demand accordingly.

Since the DOS has many regulations, security checks and required clearance levels, the request for approval/request of a service took a very long time.

Many processes were done manually and servers were often not able to keep up with all the workload or provide the necessary storage capacity to meet end user needs.

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The Solution

For the Cloud Program Management Office (CPMO), RoarTech took the lead as cloud architects, working effectively with multiple teams and facilitating seamless communication. RoarTech built and deployed Cloud Security foundations tailored to the client's security requirements, including securing AWS accounts, managing identity and access management (IAM) services, and using security groups and access control lists. The company designed and architected an end-to-end Hybrid Multi-Cloud Platform for the entire State Department, incorporating necessary Governance and Security measures. Thanks to RoarTech's efforts:

The CPMO created a safe space within the cloud for specific clients to ask for any key requirements and get an immediate response to their needs.

The hybrid multi-cloud is capable of addressing all the different end users' needs immediately thanks to its improved, powerful computing process and increased storage.

By integrating AWS, Azure, GCP, and ServiceNow, the CPMO enables seamless transitions and a variety of solutions across different clouds.

RoarTech Inc. managed high-volume and high-availability cloud-based network interconnectivity solutions like VPC, VPN, and VPC peering.

The Benefits

RoarTech's visionary approach and technical expertise resulted in numerous remarkable benefits for the Cloud Program Management Office (CPMO). The seamless integration of cutting-edge technologies and strategic architecture has not only elevated operational efficiency but also transformed the CPMO into a hub of innovation and precision.

- The Application, Design and Delivery group was better established and empowered with a clear strategy, standardizing processes and streamlining operations within the CPMO, now fostering swift and efficient solutions.
- Revolutionized the current model with a sturdier, more secure, and agile foundation based on Jira and introduced process automation, integrated ServiceNow, and implemented a robust ticket system.
- Ensured the capability to track the work of over 150 employees, enhancing transparency and accountability.
- Strengthened platform control and implemented Lean Governance practices to enhance governance within the CPMO.
- Elevated customer support through multi-platform work to meet the needs of the user base, minimizing backlog challenges.
- Engineered and deployed CI/CD pipelines using Terraform, Ansible, and GitHub, paving the way for continuous improvement and innovation.

Highlights

RoarTech's CEO was instrumental in planning and strategizing for this Project. While working as Lead Architect in the AWS team, he directly assisted the CPMO's governance, providing technical and strategic advice, working in close relation with the CPMO Project Manager.