

## Austin Automation Center Enterprise Systems (AACES)

Northrop Grumman supports the operations of the Department of Veterans Affairs (VA) Austin Information Technology Center (AITC) under an IDIQ contract with fixed-priced labor hour rates for services, hardware and software. The AACES prime contract has a ceiling of \$685 million with a period of performance of 10 years through September 30, 2011.

The AITC is the VA's largest data center and is located in Austin, Texas. The AITC is a fee-for-service data center operating under the Franchise Fund. As a fee-for-service data center, the AITC receives funding from its customers and is able to compete for new customers, thus growing its business. As a prime contractor to the AITC, Northrop Grumman has partnered with the AITC to provide services and products using industry best practices to help ensure the AITC remains cost-effective and competitive in the industry.

Some examples of the types of products and services Northrop Grumman provides under the AACES contract include:

- Mainframes (IBM and Bull)
- UNIX servers (Sun, HP, IBM)
- Wintel servers (Dell, IBM)
- Enterprise tape libraries (Sun, STK)
- Virtual tape libraries
- EMC enterprise storage
- System operations
- Backup and recovery at Austin, Hines and Philadelphia
- Disaster recovery and data replication involving Chicago and Philadelphia data centers
- Technical support
- Performance analysis/capacity planning
- Storage management
- System security
- Application support (more than 100 applications including payroll, financial management, numerous open systems applications, data warehouse, Web services, database applications, VA benefits, VA payments processing, logistics and decision support systems)
- Database administration
- IT specialists
- System programmers
- 24x7 maintenance support.

In addition to approximately 90 technical support personnel located on site with the VA, Northrop Grumman staffs a Program Management Office (PMO). These employees include the overall AACES Program Manager, a Program Manager for technical infrastructure, a Program Manager for services, a Senior Contract Administrator and an administrative support person.