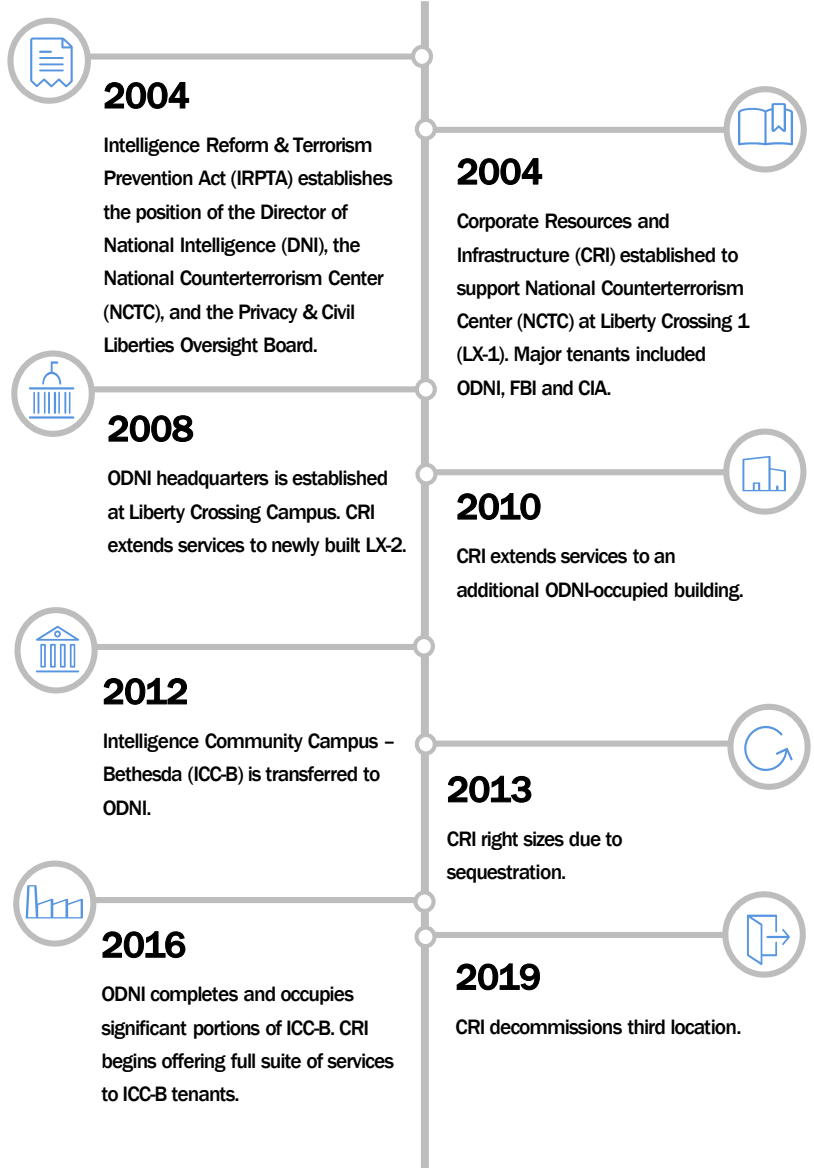# Corporate Resources and Infrastructure (CRI)
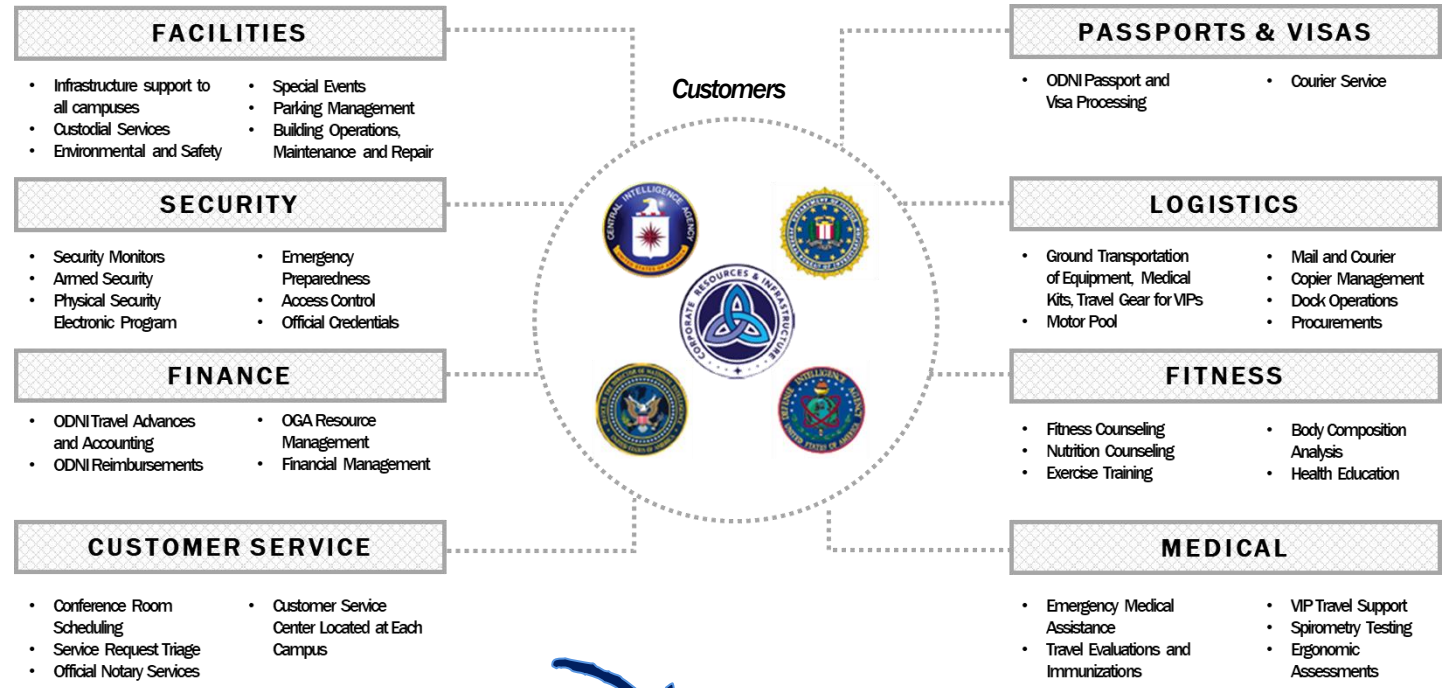
The premier provider of integrated support solutions in the federal government
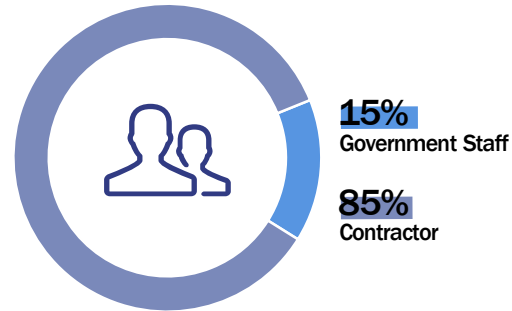
How we got here

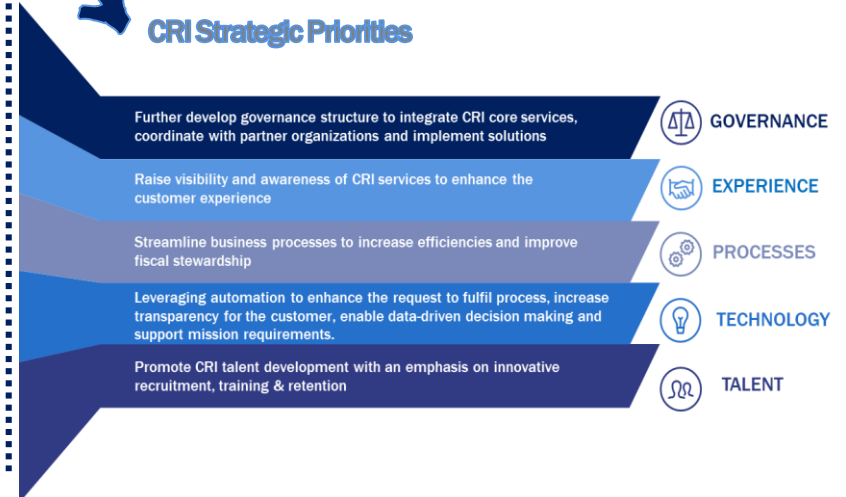**2004**
Intelligence Reform & Terrorism Prevention Act (IRPTA) establishes the position of the Director of National Intelligence (DNI), the National Counterterrorism Center (NCTC), and the Privacy & Civil Liberties Oversight Board.

2004
Corporate Resources and Infrastructure (CRI) established to support National Counterterrorism Center (NCTC) at Liberty Crossing 1 (LX-1). Major tenants included ODNI, FBI and CIA.

2008
ODNI headquarters is established at Liberty Crossing Campus. CRI extends services to newly built LX-2.

2010
CRI extends services to an additional ODNI-occupied building.

2012
Intelligence Community Campus – Bethesda (ICC-B) is transferred to ODNI.

2013
CRI right sizes due to sequestration.

2016
ODNI completes and occupies significant portions of ICC-B. CRI begins offering full suite of services to ICC-B tenants.

2019
CRI decommissions third location.

Services

FACILITIES
- Infrastructure support to all campuses
- Custodial Services
- Environmental and Safety
- Special Events
- Parking Management
- Building Operations, Maintenance and Repair

SECURITY
- Security Monitors
- Armed Security
- Physical Security Electronic Program
- Emergency Preparedness
- Access Control
- Official Credentials

FINANCE
- ODNI Travel Advances and Accounting
- ODNI Reimbursements
- OGA Resource Management
- Financial Management

CUSTOMER SERVICE
- Conference Room Scheduling
- Service Request Triage
- Official Notary Services
- Customer Service Center Located at Each Campus

Customers

PASSPORTS & VISAS
- ODNI Passport and Visa Processing
- Courier Service

LOGISTICS
- Ground Transportation of Equipment, Medical Kits, Travel Gear for VIPs
- Motor Pool
- Mail and Courier
- Copier Management
- Dock Operations
- Procurements

FITNESS
- Fitness Counseling
- Nutrition Counseling
- Exercise Training
- Body Composition Analysis
- Health Education

MEDICAL
- Emergency Medical Assistance
- Travel Evaluations and Immunizations
- VIP Travel Support
- Spirometry Testing
- Ergonomic Assessments

Staffing

- **15%** Government Staff
- **85%** Contractor

CRI Strategic Priorities

GOVERNANCE — Further develop governance structure to integrate CRI core services, coordinate with partner organizations and implement solutions

EXPERIENCE — Raise visibility and awareness of CRI services to enhance the customer experience

PROCESSES — Streamline business processes to increase efficiencies and improve fiscal stewardship

TECHNOLOGY — Leveraging automation to enhance the request to fulfil process, increase transparency for the customer, enable data-driven decision making and support mission requirements.

TALENT — Promote CRI talent development with an emphasis on innovative recruitment, training & retention

Corporate Resources and Infrastructure (CRI)

Enhancing CRI's responsiveness and decision-making capabilities via data-driven, agile technical solutions to support mission requirements

CRI TECHNOLOGY INNOVATIONS

Intelligent Transit Operations System (iTops): Shuttle Management System

- CRI implemented the iTops shuttle management system for its various shuttle runs in support of IC customers.
- The iTops system enables CRI to track shuttle locations and expected arrival and departure times.
- iTops improves overall safety, provides accurate passenger counts and other automated metrics and enhances the customer experience.

Excalibur: Service Request System

- CRI developed a customer-facing service request system within ServiceNow that captures the majority of CRI's services and increases visibility into the request-to-fulfil process for both the service provider and the customer.
- Excalibur enhances the customer experience and provides the metrics to better understand operational performance.

Archibus: Facilities Management Tool

- CRI developed an enterprise facilities management tool using out-of-the-box Archibus software and several existing applications.
- The tool will ensure that all building systems, infrastructure and equipment are tracked for maintenance and replacement and will provide insight regarding space utilization.
- Archibus has integration capabilities with other enterprise systems, (i.e. Excalibur and Builder) and increases transparency regarding space and cost information.

Improving Operations through Performance Measurement

- CRI is enhancing its performance management program to better track and evaluate service quality, improve data integrity, and inform data-driven business decisions.
- CRI's new technology innovations - iTops, Excalibur and Archibus - provide real time insights into analytical data that support CRI operations.
- The data from these systems will connect with visualization software (i.e. Tableau) to provide an interactive dashboard with real-time insight into the operational health of CRI service areas.