

## CASE STUDY W91QF523F0018

Client: New York Army National Guard (NYARNG)

Contractor: Topsarge Business Solutions (TBS)

Program Focus: Installation Status Reporting

Service Period: 1 Base Year with 4 Option Years



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# INSTALLATION STATUS REPORT (ISR) SUPPORT SERVICES FOR THE NEW YORK ARMY NATIONAL GUARD (NYARNG)

## PROGRAM OVERVIEW

The contract supports the NYARNG Facility Operations Branch to ensure infrastructure and services readiness across the state of New York. The ISR is a critical component for planning, justifying resources, and ensuring operational effectiveness for state and federal missions.

## OBJECTIVES

- Enhance the accuracy and consistency of ISR data collection and reporting.
- Provide training and technical assistance to Subject Matter Experts (SMEs) and evaluators.
- Develop standardized procedures for ISR-related activities.
- Support the command staff with actionable recommendations based on detailed analyses.
- Facilitate statewide coordination to ensure compliance with Department of the Army (DA) guidelines for installation management.

## KEY CONTRIBUTIONS

### Data Management and Reporting

- Implemented rigorous quality assurance and control processes for ISR data.
- Facilitated timely and accurate submission of ISR updates to the National Guard Bureau (NGB).
- Conducted trend analyses to identify infrastructure gaps and resource needs.

### Training and Capacity Building

- Provided statewide ISR training for functional experts and stakeholders.
- Developed user-friendly training materials and conducted workshops.
- Ensured personnel proficiency in ISR systems, processes, and compliance requirements.

### Program Management and Coordination

- Acted as a liaison between NYARNG and NGB to streamline ISR processes.
- Supported infrastructure inspections and data integration with systems like RPLANS and PRIDE.
- Prepared comprehensive reports and recommendations for senior leadership.

## RESULTS

Topsarge Business Solutions significantly enhanced data integrity by improving the quality and reliability of ISR data, enabling more informed decision-making at state and national levels. The project increased NYARNG's readiness to fulfill state and federal mission requirements through better infrastructure and resource planning. Standardized procedures and systems streamlined ISR data collection and reporting across installations, while a sustainable training program empowered NYARNG personnel with the skills and knowledge to sustain ISR program excellence.

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