

# The IRS: Using SEER-IT to Modernize Complex IT Processes



Anticipating extensive growth in their software and Information Technology (IT) estimating requirements, the U.S. Internal Revenue Service (IRS) sought a parametric modeling tool that would help them increase productivity without adding personnel. For some time, they had been having difficulty in accurately estimating the amount of money, time and other resources to allocate for development and modernization.

## The Challenge

**Faced with oversight by the Treasury Department, GSA (General Services Administration) and Congress, the IRS was tasked with providing specific information about their varied and numerous projects and initiatives.** Their in-house project office had been using Excel spreadsheets as an estimating tool—but to little effect: cost and scheduling overruns persisted.

## Our Solution

After evaluating all available estimating software, the IRS selected SEER products from Galorath Incorporated, whose other government clients include the Social Security Administration, NASA, the U.S. Armed Forces and others. Galorath consultants met with the IRS team and began an analysis of their business processes, reporting procedures, organizational structures and historical data, including all existing hardware, software and facilities. They proposed that the IRS use two Galorath applications: SEER for Software and SEER for IT.

**During the next year, Galorath’s on site consultants helped the IRS develop and integrate processes, establishing a database of historical projects as a reference for future ones; trained a core group of employees to use the software; taught estimating techniques, and assisted in the development of an estimation process that would begin with a requirements definition and end with a final Basis of Estimate (BOE) document.**

## The Result

As the introduction of SEER for Software and SEER for IT took hold, the initial grouping of 12 projects selected for estimation grew to over 70+. For the first time IRS management had a portfolio view of multiple projects—including proposed projects and those already in development—and were able to make better informed decisions.