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.

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
- GSA Resource Management
- Financial Management

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

PASSPORTS & VISAS
- ODNI/Passport and Visa Processing
- Consular Service

LOGISTICS
- Ground Transportation of Equipment, Medical Items, Travel Gear for VIPs
- Motor Pool

FITNESS
- Fitness Counseling
- Nutrition Counseling
- Exercise Training

MEDICAL
- Emergency/Medical Assistance
- Travel Evaluations and Consultations
- VIP Travel Support
- Spinal Injury Testing
- Ergonomic Assessments

CRI Strategic Priorities
- Further develop governance structure to integrate CRI core services, coordinate with partner organizations and implement solutions
- Raise visibility and awareness of CRI services to enhance the customer experience
- Streamline business processes to increase efficiencies and improve fiscal stewardship
- Leveraging automation to enhance the request to fulfill process, increase transparency for the customer, enable data-driven decision making and support mission requirements
- Promote CRI talent development with an emphasis on innovative recruitment, training & retention

Staffing

45% Government Staff
85% Contractor
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.

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.

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.