



## Modernization and Efficiency at CNA

### Revamping Processes for Maximum Productivity

CNA supports government agencies seeking answers to critical, complex questions that affect the safety and security of the nation. To serve these agencies more effectively, we employ the latest technology to advance our analytic methods, research tools, and business processes. The result: high-quality analysis through efficient, secure, and compliant systems.

#### 6 AREAS OF FOCUS

##### CUTTING-EDGE TECHNOLOGY

We invest in state-of-the-art AI algorithms, machine learning models, and analytic platforms, allowing CNA analysts to efficiently derive deep insights from vast amounts of data. **One result:** CNA's customized, secure large language model, Morse Code. *(See reverse.)*



##### BUSINESS PROCESSES

Automating repetitive tasks and streamlining workflows has allowed CNA to focus on high-value activities and deliver better outcomes. Business process improvements have led to efficiency gains. **One result:** consolidated redundant financial reviews, saving labor.



##### DATA GOVERNANCE

We established clear data management policies to ensure regulatory compliance and data quality and integrity across operations. Quality data is critical to CNA's objective, reliable analytic support to government. **One result:** more efficient IT and accurate analysis.



##### CHANGE IMPLEMENTATION

We prepare our workforce for modernization with training and support, fostering a culture of innovation and continuous improvement. We engage managers to champion change and coach employees. **One result:** more than a quarter of staff joined our LLM pilot group on Teams.



##### IT INFRASTRUCTURE

We continuously upgrade hardware, software, and network capabilities to support advanced analytics and ensure secure and scalable operations. **One result:** transitioned from internally managed servers to secure cloud, saving IT costs and protecting data.



##### COMPREHENSIVE ASSESSMENTS

We measure outcomes of our modernization efforts and ensure that we are achieving our goals. Performance metrics inform decisions and identify areas for improvement. **One result:** service-level agreements for our business processes that quantify customer service.





**\$587,000**

annual savings from four IT upgrades

## Cost and efficiency savings across CNA



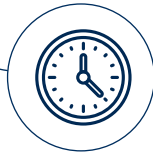
**139 Employees**

joined Morse Code LLM pilot group on MS Teams



**\$1.9 Million**

in legacy tech retired



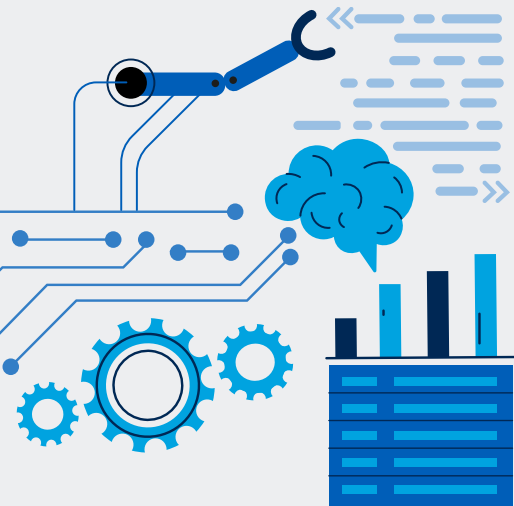
**500+ Work Hours/Yr.**

saved by improved financial report scheduling



**100+ Metrics**

tracked across corporate for performance and efficiency



## Artificial intelligence customized for CNA

CNA recognizes the power artificial intelligence has in processing large data sets. But we also understand the importance of protecting secure information. *Morse Code*, CNA's internal, secure large language model, was built to support our analytic work, maintain quality and rigor, increase efficiency, and comply with information security requirements.



## ABOUT CNA

CNA is a nonprofit research and analysis organization dedicated to the safety and security of the nation. It operates the Center for Naval Analyses—the federally funded research and development center (FFRDC) of the Department of the Navy—as well as the Institute for Public Research. CNA develops actionable solutions to complex problems of national importance. With nearly 700 scientists, analysts, and professional staff, CNA takes a real-world approach to gathering data. Its unique Field Program places analysts on aircraft carriers and military bases, in squad rooms and crisis centers, working side by side with operators and decision-makers around the world. CNA supports naval operations, fleet readiness, and strategic competition. Its non-defense research portfolio includes criminal justice, homeland security, and data management.

To learn more about modernization at CNA, contact Monica Giovachino at [giovachm@cna.org](mailto:giovachm@cna.org).