



Chief Information Officer (CIO) Support

Synectics provides a full range of CIO support services. We have supported HHS CIO-level requirements since the CIO-level office was instituted via the Clinger-Cohen Act in 1996. Prior to that time, we supported CIO-equivalent offices, by providing direct support to the HHS Deputy Assistant Secretary for Information Resources Management (DASIRM) in Department-wide IT policy development.

Synectics assists CIOs in the planning of IT programs and projects that support the approved goals, missions, and objectives of federal agencies. Decisions have a major impact on how effectively and efficiently an agency accomplishes its mission. Synectics provides direct technical support to agency CIOs by conducting technical studies, market analyses, technology assessments, software application development, Independent Verification and Validation (IV&V) analyses, cost-benefit analyses, and financial/budget analyses, and by developing and implementing specialized training. Our support includes producing white papers; developing program/project schedules, budgets, and plans; and delivering other requisite technical support to allow agencies to prepare to undertake specific IT programs and projects.

The table below cites our CIO support capabilities for Task Area 2 under our CIO-SP3 SB contract.

Requirement	Experience and Qualifications
IT Governance Process Development and Management	Provide governance services, such as capital planning and investment control (CPIC), audit, OMB Exhibit 300 reporting, and ProSight updates. We manage system assets and participate in technology review boards (including an Information Technology Investment Review Board), departmental CIO activities, audits, and certification and accreditation of computer systems.
Workforce Management	Support the planning and management of training programs, internal management and technical skills evaluation and development, and establishment of certification standards and programs for contractors.
Capital Planning and Investment Control Support	Produce and maintain OMB Exhibits 53 and 300 for major, tactical, and supporting investments. Respond to federal and OMB data calls. Update CPIC reporting tool (ProSight). Support overall investment portfolio management activities, including IT Review Board reviews and approvals.
Independent Verification and Validation	Produce and execute Independent Verification and Validation (IV&V) plans both within the context of the HHS Enterprise Performance Life Cycle (EPLC) and on an ad hoc basis. Ensure that IV&V plans are properly integrated within life cycle plans and properly performed.
Agency IT Architecture	Provide alternatives and recommendations for agency Information Technology Architecture (ITA) standards, e.g., in conformance with the FEA Technology Reference Model (TRM) and the HHS EA Framework. Develop and manage architecture standards for SOA and cloud platform deployments, provide research on emerging standards and technologies, and review and integrate OMB and HHS guidance for ITA.
IT Portfolio Analysis	Support both formal (within the overall CPIC process) and informal IT portfolio analysis and rankings, by cost/benefit modeling and return on investment (ROI) and net present value (NPV) rankings including sensitivity analyses to assess the impact of changes to fundamental assumptions.



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Risk Management	Produce and execute risk management plans both within the context of the EPLC and on an ad hoc basis. Identify specific risk areas, including procurement, implementation, operational, and security risks. Develop risk avoidance strategies and risk mitigation plans. Assess the effectiveness of risk management activities. Support programs in identifying and systematically addressing program risks.
Program Analyses and Implementation	Provide a full range of financial and related analyses of IT initiatives: develop budgets, projections, comparative analyses, models; validate IT investments produced by program offices; develop narrative justifications that include tangible/intangible aspects and recurring/non-recurring costs and benefits; discount future cash flows; and produce real versus nominal (or constant versus current) analyses.
IT Organizational Development	Support the design and implementation of organizational structures: define roles and responsibilities; identify formal and informal communications channels and protocols; review alternative organizational models; review the effectiveness of existing organizational structures; recommend changes; support the design and development of new structures; and support the publication of formal changes to organizational structures via the <i>Federal Register</i> .
Program Management Office Support	Design and implement program management office functions and services at both general and program-specific levels: integrate PMO operations with EA transition plans, and conduct EPLC, CPIC, and other areas of governance.
Advisory and Assistance Services	Support the CIO in responding to a wide range of requests, including requests from the CIO and program offices, or from Department-level offices, OMB, or Congress and proactively monitor legislative and policy developments that may have an impact on CIO areas of responsibility.
FEA Alignment Support Services	Support the overall development and management of the agency EA: monitor the evolution of the FEA and related changes at the OMB and HHS levels; support reporting and other communications with HHS regarding FEA alignment; ensure that CPIC submissions are fully and correctly aligned with current agency FEA models; manage development of agency “to be” EA; develop and maintain EA transition plans; document and communicate EA goals and practices both within and outside the agency.
Market Research	Monitor emerging technologies: evaluate the potential costs and benefits of new technologies, standards, and methods; identify alternative products and vendors; perform comparative evaluations of products and vendors; recommend COTS strategies.