



Outsourcing

Synectics designs, implements, and manages complex, outsourced IT infrastructure and services for HHS and other federal agency customers. These include significant and large-scale systems currently designated by HHS as Health IT investments. We provide outsourced hosting services for several offices in HHS as well as survey systems for NSF.

Synectics provides highly cost-effective solutions and remains up-to-date on emerging industry trends. We have successfully shepherded many federal systems through generations of technology. We have been a primary IT service management provider to several federal agencies and have supported them from legacy data center platforms to cloud-based applications using both Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) service models (as defined by the National Institute of Standards and Technology [NIST]).

The systems we host have been engineered to operate securely and reliably. For each of these systems, Synectics is the primary provider of program management services. We provide help-desk call center services and primary network operations support. We manage the purchase and lease of equipment and software on behalf of the government, and we manage all hardware and software maintenance and all routine backups as well as disaster recovery and continuity of operations (COOP) requirements. We provide database administration and storage management services, and we provide regular assessments of emerging technologies and methods to ensure that our customers benefit from improvements in IT.

The table below cites our Task Area 4 Outsourcing capabilities under our CIO-SP3 SB contract.

Requirement	Experience and Qualifications
Program Management	Manage application development, applications infrastructure, database administration, e-office, Web content, services for consortia partners, enterprise-wide reporting, online data collection using electronic OMB-approved forms, and governance services (such as certifications & accreditations, CPIC, audit, OMB Exhibit 300, and ProSight updates). Coordinate ITIRB and TRB meetings, provide enterprise architecture services. Currently aiding agencies in data center consolidation initiatives and interoperability activities.
Management of Call Centers	Provide help desk and call center services for several federal agencies. For one agency, fielded over 9,400 calls in a one year period from users of custom grants software in a multiple agency line of business consortia. Activities include implementing new Salesforce customer relationship management software and evaluating an automatic call distribution system to manage requests for service and identify any unmet needs.
Network Operations and Web Management Support	Provide database administrators, UNIX and Windows network administrators, migration services specialists, and Web content, e-office, and network personnel. For example, we provide network operations support for a 100+ server data center and handle daily operations for Web management for 20 program offices and 10 regions.
Hardware/Software Maintenance	Perform hardware/software maintenance for the data center and network environment and apply vendor patches, monitor performance, analyze alternative hardware/software configurations, and recommend improvements. Applied virtualization techniques and retired 21 outdated servers, aiding in the “greening” of the data center by reducing heat production and electricity and air conditioning consumption while avoiding interruption to ongoing production operations.



Requirement	Experience and Qualifications
Transition Planning	Aid in both technology and business transition planning. Provide technology transition planning including virtualization of servers, cloud computing proofs of concept and presentations, coordinating data center consolidations, and determining future software application needs. Provide business transition planning including certifying personnel as grants specialists to better support the Center of Excellence, aiding in transitioning to a business operation positioned to support multiple agencies, performing process analyses for the Web content team and the multi-agency help desk team, and evaluating cost center allocations of contracting expenses.
Database Administration and Data Storage Management	Provide troubleshooting, operations, maintenance, administration, application, network, migration, and database administration and data storage management support for data centers, including for 100+ servers supporting 83 applications created by 14 separate contracting companies using 26 separate Oracle databases. Monitor changes to server configurations and completed continuity of operations implementation. Perform regular monitoring, maintenance, backup, log analysis, performance tuning, and recovery testing for server applications.
IT Acquisition Management	Evaluate IT needs, identify acquisition and ongoing support costs, make recommendations, and support server hardware and vendor software acquisitions. Participate in IT review boards that manage IT software assets, their acquisition, and ongoing management and reporting. Actively involved in data center consolidations where hardware assets are managed and targeted for reduction and/or consolidation.
Managed IT Services Support	<p>Provide managed IT services support for two surveys that track research and development and science and engineering expenses funded by government agencies. Our support includes hosting, maintenance, performance monitoring, programming changes, help desk services, statistical reporting, and analyzing call patterns.</p> <p>Provide Web content management, applications infrastructure management, software development, implementation and performance monitoring services, and help desk services for multiple agencies.</p>
Workflow Management	Began an upgrade of Documentum to Percussion planning for over 1,500 workflows created for in-house user groups. Created workflows in several custom applications to aid in managing the issuance and monitoring of grants including online data collection and workflow associated with approval of forms and an audit resolution management system with workflows to track and control grant audits.
Solution Leasing	Lease server and technology space from an independent service bureau and host government systems, databases, and continuity of operations data for federal agencies at the facility. Host at our facilities software for the assets for independence program. Host, maintain, and operate survey software including the leasing of telecommunication services and 800 numbers for fielding and resolving help desk calls.
Cloud Computing	Presented a series of sessions to federal customers on cloud computing consisting of briefings on platform/infrastructure/software as a service, NIST standards, public/private/hybrid clouds, trends in the government, key vendors, and the economics of cloud computing. Currently partnering with Amazon. Created a proof of concept to “fork-lift” the audit resolution system to the Amazon cloud which is used in production.