



IT Operations and Maintenance

Synectics provides IT Operations and Maintenance support for a full range of systems development for a variety of clients. Synectics provides software applications support, facilities management and maintenance services including data center technical support/operations and help desk services, and development, infrastructure, configuration, and grants processing support to HHS organizations such as the Administration for Children and Families, the Administration on Aging, the Centers for Medicare and Medicaid Services, the Health Resources and Services Administration, and the Indian Health Service, and for agencies outside HHS such as the Departments of State and Transportation.

The table below cites our Task Area 5 IT Operations and Maintenance capabilities under our CIO-SP3 SB contract.

Requirement	Experience and Qualifications
Operational Support	Perform monitoring, maintenance, backup, log analysis, and recovery testing for servers and applications. Provide troubleshooting, operations, maintenance, administration, application, network, migration, and database support for 83 applications created by 14 separate contracting companies using 26 separate Oracle databases.
Software Maintenance and Upgrades	Provide software engineering and maintenance services for custom computer system solutions using the full system development life cycle (SDLC).
Telecom Maintenance	Support telecommunications services for a data center of over 100 servers connected to the Humphrey building, NIH, and ACF. Support telecom for several federal agencies (data center and co-location site).
Infrastructure Management Services (IMS)	Manage the entire applications infrastructure capability for the environments described above.
Configuration Management	Conduct configuration management for the applications infrastructure capability including server, operating system and vendor inventories, patching and upgrade services, and software migration services.
Network/Hardware Support	Provide hardware technical support for servers; responsible for monitoring performance of installed applications and servers. Administer vendor changes/patches and conduct performance tuning.
Help Desk/IT Support	Operate help desks and provide training for custom applications and network support operations and receive requests for service from a combined user population of ~10,000 grantees and program personnel. Metrics such as call resolution time and number of calls by month, product, and agency are regularly tracked, analyzed, and reported to government sponsors for multiple agencies. The IT infrastructure help desk also provides “last tier” support to the separate custom applications help desks to resolve network and interconnectivity problems.
Resource Management	Manage the network infrastructure resources internal to HHS program office users. Also manage asset/software resources.
Backup and Recovery Management	Implement and manage backup/archive strategies for systems and servers. Perform backup, storage, and disaster recovery functions in support of many organizations in HHS. Identified, priced, recommended, obtained approval, and implemented the agreement with an off-site storage facility for backup and recovery.

Bringing EXPERIENCE, INNOVATION, and RESULTS

Requirement	Experience and Qualifications
Installation, Configuration, and Tuning	Provide installation, configuration, and tuning services. Oracle DBAs, network specialists, and Unix and Windows server administrators monitor system performance and coordinate tuning and performance solutions. Use automated monitoring services that alert technical personnel in the event of server stress or unavailability.
Electronic Software Licensing Services	Provide support to manage assets, licenses, maintenance agreements, production migrations, patch management, software/hardware vendor upgrades, and document network-provisioning requirements and policies for government-owned systems.
System Management	Participate in technology review boards, departmental CIO activities, CPIC, OMB Exhibit 300 reporting, and audit and certification and accreditation of computer systems. Track computer systems and services, perform migration and change management services, ensure audit and Section 508 compliance, coordinate releases, and monitor post-deployment performance, changes, and relationships with system sponsors and end users.
IT Training	Conduct training for a full suite of custom IT applications supporting a grants management line of business offering. Training is provided for partner agencies such as the Department of Transportation and the Department of State. For FY2010, we trained 700 people on custom computer applications.
IT O&M Planning	Perform capacity planning analysis, and make new server recommendations, configuration change recommendations, and financial recommendations for hardware/software acquisitions.
Data Quality Management	Aid a federal agency in the issuance of grants—\$60 billion in FY 2010—to grantees, States, territories, and tribes ensuring data quality management and financial accuracy as grant information flows to accounting systems. Designed, developed, and implemented a computer system that specifically tracks and manages the audit resolution of grants that is used by the Division of Financial Integrity in a centralized grants management office to evaluate and manage the performance and quality of grantees.
Transformation Services	Support the IT cultural transformation needed to evolve an in-house IT shop into a multi-agency OMB-designated line-of-business for grants management currently supporting multiple government agencies and organizations. Support transformation services with respect to IT trends, conducted a series of cloud presentations, and developed several proof-of-concept cloud deployments using Amazon Web Services that are now installed for production use.
Continual Service Improvement	Work with system sponsors, government personnel, end users, development and support teams, and other contractors to monitor, support, and continually improve technical and relationship services to partners using the multi-agency systems described above. We conducted an in-depth analysis of client relationship and help desk/training services and analyzed process improvement opportunities for the Web content group.
Balanced Scorecard for Operations	Post scorecards on Web content for program offices measuring stoplight ratings for unused files, 508 compliance, and broken links. Track, manage, and submit management reports through ProSight. One system asset developed by Synectics was ranked by HHS as the #1 asset out of 98 systems ranked.
IT Infrastructure Optimization	Analyzed and implemented virtualization techniques to reduce server inventories, heat production, air conditioning requirements, and rack space needs by eliminating 21 outdated servers in a federal data center. Active participant in a Data Center Consolidation Initiative producing analysis and metrics and submitting reports to the department as coordinated with government personnel.