Bringing EXPERIENCE, INNOVATION, and RESULTS

Digital Government

Synectics promotes and supports the adoption of the tools and methods of digital government. We provide efficient support to our customers in achieving the potential of digital government to improve the quality and reduce the costs of interactions among government agencies, businesses, and the public.

- Produced the first public Websites for several HHS agencies and programs

- Implemented the first functional automated G2G information exchange between HHS agencies and the Grants.gov public Website

- Developed and operate secure Web-based information exchange services for several HHS Health IT investments including public-facing systems with national scope

- Developed and operate large-scale data collection, data management, and data-mining/data analysis systems for public health data.

Our customer agencies have been able to identify tangible benefits from the application of digital government technologies, direct reductions in budgeted support costs, as well as measurable improvements in performance and overall end user and customer satisfaction.

The table below cites our Task Area 8 Digital Government capabilities under our CIO-SP3 SB contract.

Requirement	Experience and Qualifications
Data Warehousing and Data Mining	Created a star schema database and populated it with grants data to support a multiple-agency grants management line of business and the reporting needs of agencies. Services were written to push updates into the report data warehouse so that users could run reports at will from the enterprise reporting system.
Business Intelligence	Implemented Cognos BI software to enable full reporting and mapping capabilities for users of an enterprise grants system. Supported the implementation of Cognos software to enhance reporting. Implemented SAS BI for a government agency.
Web Development and Support	Design, develop, implement, and support a variety of Web-based systems. Examples include online data collection for over 15,000 OMB-approved form submissions; an enterprise reporting system handling 11,000 reports a year; an audit resolution tracking and management system that audits over 10,000 grants; and a secure sign-in system that controls access and credentials for over 6,000 users. Working on a real property system to aid in managing property purchased using grant funds. Support Web development and content support for 20 office areas and 10 regional offices.
Electronic Commerce and Electronic Data Interchange	Lead on an electronic commerce (e-commerce) and electronic data interchange (EDI) project where Connect:Direct software was replaced with CyberFusion software. Point of contact for States as they completed their migration. Provided systems support to multiple government programs such as Temporary Assistance for Needy Families, the Child Care Bureau Information System, and the Adoption and Foster Care Analysis System as States, territories, and tribes converted their EDI software. Provided technical support to 45 States to help them modify their systems to submit files using the upgraded CyberFusion software as the file transfer solution. States transmitted their electronic data for reporting via communications services through NIH.

SYNECTICS
FOR MANAGEMENT DECISIONS, INC.

NITAAC
OMB Authorized GWACs for IT Acquisition

CIO·SP3
SMALL BUSINESS
SERVICES / SOLUTIONS

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Requirement	Experience and Qualifications
Customer Relationship Management	Support 15 partner agencies as they have service needs (9,400 in FY 2010) relating to custom applications for the grants COE. Aiding in the conversion of the current call tracking tool (RightNow Web) to SalesForce customer relationship management (CRM) software. Analyzed the enhanced capabilities of the SalesForce software and extracted historical data from prior-year call tracking, and updated SalesForce software to create a usable knowledge management base to better serve customers.
Knowledge Management	The RightNow Web tool described above has partial knowledge management capabilities, but they are not sufficient to support the growing needs of the multi-agency service offering. Currently working on implementing a knowledge management capability in the SalesForce CRM software that is specifically suited to custom application products integrated for multiple agencies.
IT-Enhanced Public Relations	Perform critical public relations activities in supporting productive system usage to multiple agencies. On a separate project, we subcontracted a community outreach company that specializes in individual development accounts to aid in ensuring grantee acceptance as the Web-based system was rolled out to communities and local government agencies. Currently supporting IT public relations with States, territories, tribes, community groups, and citizens as usage of multi-agency grants systems evolves and advances.
IT Strategic Planning	Participate with the federal government in IT strategic planning activities evaluating future hardware, software, services, and knowledge management needs. Meet with management and colleague contractor management personnel on a regular basis to determine IT services and support needs as growth continues. Participate in a cost-recovery pricing strategy program projecting current and future costs so that charges are appropriate and consistent for IT services. Aid in identifying the future IT impact of interoperability, and determining the IT strategy for supporting in-house program offices. Support agencies in developing Strategic Plans.
Records/ Document Management	Planned an agency-wide upgrade from the Documentum document management system to Percussion. Included within the plan was the conversion of over 1,500 workgroups for over 300 users. Coordinated with the service vendor, users, and stakeholders. Evaluated the capabilities of Drupal in relationship to Documentum and Percussion and the effectiveness of the vendor-supplied conversion utility and subsequent data clean-up operation.
Accessibility Services (508/504 Compliance)	Have designed and implemented 508-compliant systems for our federal agency customers since the requirements first came into effect with the passage of the Rehabilitation Act of 1999 (Amended). Have trained and certified 508-compliance specialists on staff who support our federal contracts.