

BUSINESS PROCESS TRANSFORMATION SOLUTIONS AND SERVICES

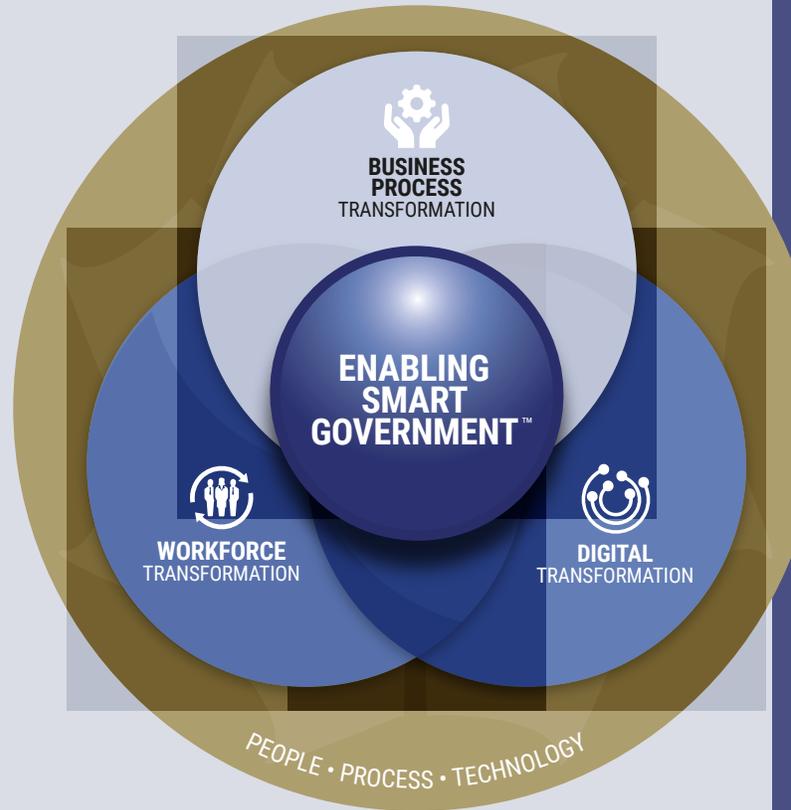
ENABLING SMART GOVERNMENT™

At the root of every journey toward becoming a lean, agile and digital Federal Agency is business process transformation.

Government leaders face the never ending reality of business process change on a daily basis. The right process changes can turn a challenged organizing into a highly functioning, continuous improving organization. The wrong process change can result in chaos, non-compliance, inefficiency, decreased morale, delayed acquisitions and, ultimately, operational failure.

Suntiva's Business Process Transformation Solutions and Services enable organizations to increase transparency, manage workload, use effective federal acquisition strategies and take advantage of today's technology and industry best practices. Our solutions and services enable government leaders to achieve mission success through streamlining workflows, improving efficiency and determining whether the best investment lies in acquiring new services, enhancing existing processes or fundamentally re-engineering operations.

Enabling Smart Government™ for Business Process Transformation means supporting government leaders in their mission achievement by aligning business processes with workforce needs, digital technologies, compliance requirements and quality service delivery. We do this using a multi-disciplinary lens bringing together deep and specific domain expertise with information technology, governance and organizational performance, human capital and federal acquisition lifecycle knowledge to improve performance in significant, measurable and sustainable ways.



TRANSFORMING FOR TOMORROW'S BUSINESS PROCESS TODAY

Business Process Strategy: Helping organizations achieve their mission by identifying key performance indicators, measurement and areas needing improvement for organization effectiveness and operational efficiency.

Business Process Lifecycle: Using proven "lifecycle" methodology for navigating where a specific set of activities is performed in each phase and continuously improving and controlling processes to achieve key strategic and operational advantages.

Business Process Maturity Assessment: Assessing continual improvement through qualitative measures and feedback, providing analysis and presenting a plan of action to bridge gaps and raise the maturity level of specific processes.

Acquisition Lifecycle and Contract Support: Providing expertise, methodologies and tools that support the entire contracting process, including recommending contracting strategy, processes and best practices.

Customized Business Process and Acquisition Training: Training for needs assessments to identify critical competency and skill gaps in acquisition management and develop tailored training programs that meet the special requirements of the organization.

Process Redesign and Optimization: Optimizing processes by evaluating current business processes through a different angle, providing a fresh and unbiased look at the current state of operations through process mapping and root cause analysis, and identifying inefficiencies and opportunities to eliminate redundancies or non-value-add activities.

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THE BENEFITS OF BUSINESS PROCESS TRANSFORMATION



ENABLING SMART GOVERNMENT™ IN ACTION

Customer: U.S. Army Program Executive Office (PEO) Enterprise Information Systems (EIS) Power Projection Enablers (P2E), Product Director Enterprise Email (PD EE) and Product Director Enterprise Services (PD ES).

Challenge: Army PEO EIS P2E Product Directors faced many challenges related to explosive growth, changing missions and warfighter support needs. These challenges prompted an assessment of the organization to determine areas for process improvement to standardize operations, ensure system functionality and apply lessons learned to future enterprise services.

Suntiva Solution: Army P2E engaged Suntiva to conduct a comprehensive organizational assessment, which resulted in actionable recommendations and a business process roadmap for success. We performed process improvement and redesign for P2E's Human Capital processes, and defined and implemented processes for PD EE using ITIL v.3 as a governing framework. Additional support included oversight and management of the migration for each Army command or organization into a portfolio of migration projects – providing PD EE with a comprehensive view of all on-going migrations in one coordinated management plan and integrated master schedule (IMS). Suntiva created and facilitated a Business Process Integrated Process Team (BP IPT) to evaluate and implement business processes for the organization to operate more efficiently while ensuring system

functionality and customer satisfaction. The documentation and formalization of the PD EE business processes, including a Strategic Communications plan supported collaboration and implementation at the PD ES organizational level. Additionally, Suntiva reviewed and benchmarked the existing P2E acquisition and human capital processes against Department of Defense (DoD) guidance and industry standard best practices making recommendations that have had a positive effect on the methodologies in place today.

Results: Suntiva effectively supported the migration of 1.6 million users world-wide to the DoD's email solution through the Defense Information Systems Agency's (DISA) Defense Enterprise Email (DEE). We redesigned, formalized and developed new critical business processes. The end result was a succinct, more efficient and accurate view of critical organizational activities with effective program oversight and risk management. Suntiva included Army organizational leaders at every step of the process supporting effective knowledge transfer, increasing system adoption and continuity of support – saving time and money. As a result of our successful gap analysis, reports, and recommendations, Suntiva was granted additional work in support of the PD EE. Our work included business process analysis and redesign recommendations. Since our work began, the PD EE has stated "I can't continue our efforts on Enterprise Email without Suntiva's support- they are vital to our mission."

ABOUT SUNTIVA

Suntiva is a business transformation and technology company located in Falls Church, VA, serving Federal Government agencies. We enable our clients to improve performance through people, process and technology in significant, measurable and sustainable ways. We provide mission critical information technology, digital transformation, organizational performance, human capital and federal acquisition lifecycle solutions and services—with great minds and great hearts.



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