

DIGITAL TRANSFORMATION SOLUTIONS AND SERVICES

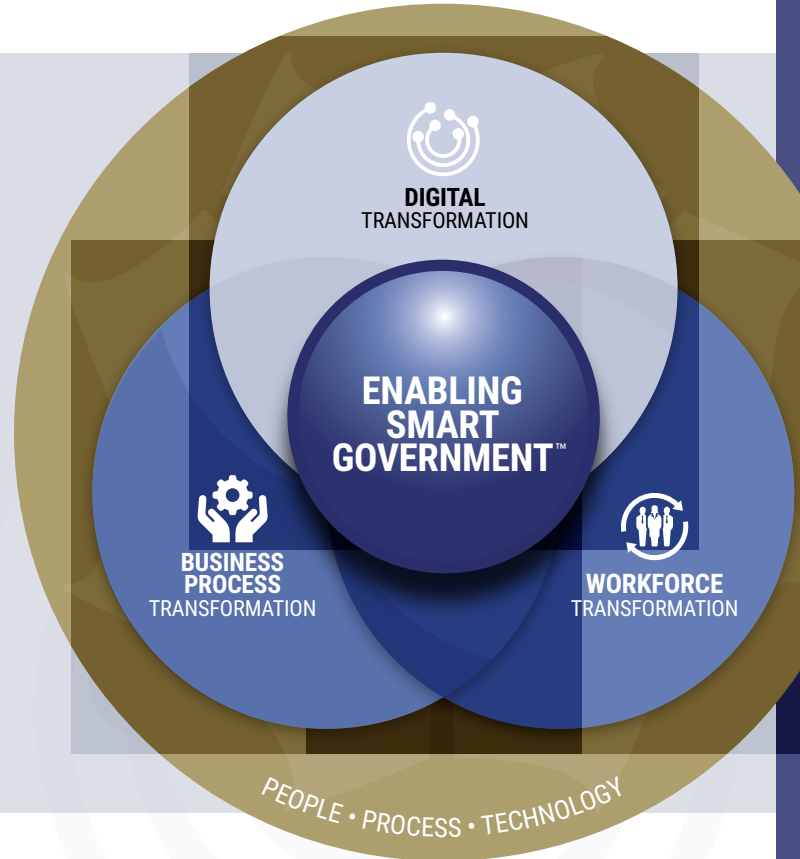
ENABLING SMART GOVERNMENT™

True digital transformation is much more than technology. It encompasses societal change requiring clear strategy, governance, development, implementation, adoption and quality assurance.

Government leaders face tremendous risks with digital change. As a government leader, your success depends on many factors such as choosing the right governance activities and measures, effectively leading digital development, delivering quality results and ensuring adoption by key stakeholders. A wrong decision can result in a poor quality or non-compliant system, implementation problems, increased system vulnerability, insider threat, stakeholder resistance and more.

Enabling Smart Government™ for Digital Transformation

means helping government leaders realize success through more efficient operations and better service delivery regardless of shifting demands, limited resources and tightening budgets. Suntiva's proven solutions and services incorporate change management and technology adoption practices throughout the project lifecycle, increasing the likelihood of user acceptance and helping you drive all aspects of digital transformation to completion.



SOLUTIONS AND SERVICES—DIGITAL TRANSFORMATION FOR TODAY AND TOMORROW

Information Technology Governance and Management: Ranging from IT governance policy and service level agreements (SLA) to strategic transformation support for cloud, ITaaS, Agile enterprise, development operations, integration, engineering, mobile computing and internet of things (IOT).

Data Analytics: Transforming raw and unstructured data into actionable intelligence, equipping decision-makers to make real-time, informed decisions.

Systems Engineering, Operations and Modernization: Providing systems engineering and integration, applications design and development and legacy systems operations and modernization including cloud readiness and migration, mobility lifecycle support, Agile application design, implementation, testing and workflow enablement.

Cybersecurity: Mitigating risks through security technologies and processes that extend protection and management controls across the expanding digital environment.

Agile Acquisition, Implementation and Quality Assurance: Implementing strategies for successful SLA development and monitoring, enforcement and sustainable code. Applying insights of human dynamics to mitigate challenges posed by large-scale, enterprise-level Agile implementation with the goal of successful change and long-term high performance.

Software Architecture and Code Assessment: Assessing software architecture with business goals to minimize risks, establish quantitative technical debt baselines, reduce costs and prioritize portfolio opportunities targeted to Agile, legacy and cloud readiness.

Adoption Management: Integrating a holistic adoption management approach with proven human leadership and technical best practices from ITIL, Agile, Operations Performance and Human Capital considering each client's leadership, structure, mission, processes and systems.

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THE BENEFITS OF SUNTIVA'S DIGITAL TRANSFORMATION



ENABLING SMART GOVERNMENT™ IN ACTION

Customer: The USDA Food and Nutrition Service (FNS) Special Supplemental Nutrition Program for Women, Infants and Children (WIC) is administered by more than 90 state agencies at health clinics in each state. FNS sponsors three separate State Agency Model (SAM) management information systems supporting more than 30 states and serving more than 1,000,000 participants. SPIRIT is the largest of the SAM systems with over 412,000 participants across 20 states and Indian Tribal Organizations.

Challenge: The FNS's objective was to save money by creating economies of scale. However, the effort was halted due to a moratorium on new SAM systems. FNS engaged Suntiva to resolve the moratorium, corresponding code quality and critical algorithm failure issues for clinic healthcare beneficiary participants. Challenges included no centralized user defined requirements, no defined program management approach for the multiple stakeholders, an immediate need to coordinate 17 different purchasing agencies and complex requirements for compliance with both State and Federal contracting policies.

Suntiva Solution: Suntiva developed a functioning User Group with the appropriate IT governance processes to manage the SAM, including a User Group charter, change control process, communications strategy and strategic plan for moving the organization forward. We performed code assessments,

independent verification and validation (IV&V) and a healthcare systems study to validate algorithms, identify security holes and improve system performance. As a result, Suntiva was also engaged to facilitate the design and implementation of a consistent program governance model, create and implement health communications plans, and create and deploy the WIC Technology Partners website digitizing administrative processes. Suntiva's solutions and services included IT transformation governance and program management, data analytics, managed IT services support and legacy systems modernization, software architecture and code assessment, adoption management and information security. Suntiva also provided federal acquisition management and planning services.

Results: As a result of Suntiva's solutions and services, USDA lifted the moratorium on new state adoption of SAM systems achieving the goals laid out by OMB and FNS. Suntiva implemented IT governance, gained user adoption support, improved program controls and data management, provided a Service Level Management framework and streamlined end-to-end acquisitions processes. Our work resulted in the first cooperative contract demonstrating alignment with Federal and State regulations, Indian Tribal Organizations and state agency requirements. The website work resulted in increased competition for acquisitions and a 56% increase in subscribers to the site.

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 and achieve successful outcomes through people, process and technology in significant, measurable and sustainable ways. We provide Digital, Workforce and Business Process solutions and services integrating information technology, governance and organizational performance, human capital and federal acquisition lifecycle knowledge—with great minds and great hearts.



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