

DIGITAL TRANSFORMATION SOLUTIONS AND SERVICES

ENABLING SMART GOVERNMENT™

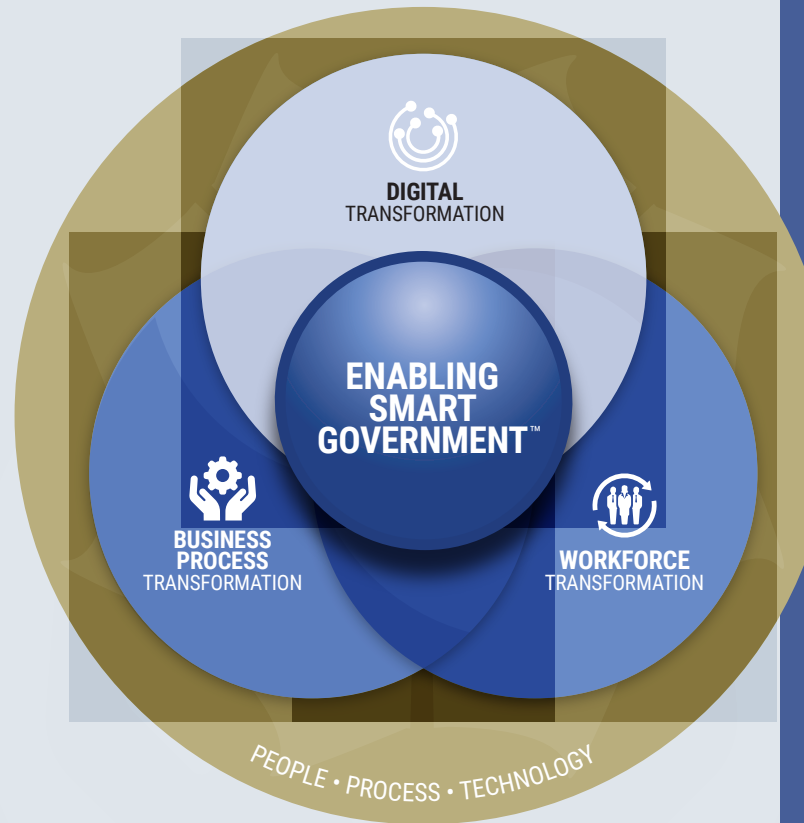
True digital transformation is much more than technology. It encompasses an overall societal change that must be well thought out with clear strategy, governance, development, implementation, adoption and quality assurance.

Government leaders face tremendous risks with digital technology change. As a leader of an organization or technology program, 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 and stakeholder resistance, to name a few.

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

Enabling Smart Government™ for Digital Transformation

means supporting Government leaders in their mission achievement by aligning digital technology with workforce needs, business process 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.



SOLUTIONS AND SERVICES - DIGITAL TRANSFORMATION FOR TODAY AND TOMORROW

Information Technology Governance and Management: Ranging from IT governance management to strategic transformation support for cloud, Agile enterprise, development operations, integration, engineering and mobile computing.

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

Agile Implementation and Quality Assurance: Mitigating challenges posed by large-scale, enterprise-level Agile implementation ensuring successful change and long-term high performance.

Legacy Systems Operations and Modernization: Improving legacy systems operations, transitioning systems to the cloud and achieving modernization through Agile processes, web, mobility and workflow enablement with cloud readiness.

Software Architecture and Code Assessment: Aligning software architecture with business goals to minimize risks, reduce costs and make full use of opportunities targeted to Agile, legacy and cloud readiness.

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

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

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THE BENEFITS OF 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 (SAs) at health clinics in each state. FNS sponsors three separate SA Model (SAM) management information systems supporting more than 30 SAs 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 SAM objective is to save money by creating economies of scale across SAs. However, the effort was halted due to a moratorium on new state adoption of SAM systems. FNS engaged Suntiva to resolve the moratorium and corresponding code quality and critical algorithm failure issues for clinic healthcare beneficiary participants. Additional challenges included no centralized user to define requirements, no defined program management approach for the multiple stakeholders, an immediate need to coordinate 17 different purchasing SAs and a 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 (WTP) 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 allowing FNS to pursue their overall program goal. 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 SA requirements and needs. The WTP website work resulted in increasing 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 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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