# Solutions Technology, Inc. (STI)

SOLUTIONS TECHNOLOGY INC.
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# Corporate Capability Brief

## STI CORPORATE OVERVIEW

Located in the metropolitan area of Washington, District of Columbia (D.C.), **Solutions Technology Inc. (STI),** women owned small business (EDWOSB), is mission ready and customer-focused. STIs operations are comprised of five core and complementary mission areas: IT Services, Network Security and Engineering Solutions, Systems Engineering and Program Management support.

STI was founded in 1999 and its' founders have more than 40 years of combined management and information technology (IT), experience in satisfying client's requirements. STI engages and provides its clients with innovative solutions to meet diverse business goals. We do this by helping our clients identify and implement operational efficiencies, reduce duplication, eliminate waste, redundancy, and promote internal and external communications among stakeholders, utilizing best practices and technical solutions from industry, DOD, and Government.

We focus on our client's current needs in order to meet strategic objectives, plan for future goals and increase knowledge sharing across the organization. STI's staff stays abreast of best practices through: continuous education and training, attending industry conferences and trade shows, lessons learned, and listening to our clients. STI recognizes that with decreasing budgets and reduced staffing, our clients need a company that is cost effective, agile, and has a flatter management structure where we can adapt to our clients changing priorities quickly without a lot of red tape.

STI consultants work with clients to assess if they are meeting their goals and objectives, identify the capability gaps, and help to strategize and mitigate risks. STI employees work hand-in-hand with our clients to understand the challenges they face. Our employees bring integrity and embody corporate ethical principles when delivering services and support to all our clients. Our seasoned employees are professionals and subject matter experts that possess broad and proven experience in delivering solutions to help our clients satisfy mission and business objectives and to meet goals within their agencies.

## EXECUTIVE SUMMARY

The company founder, Priscilla Charles, holds a M.S. degree in Applied Computer Systems Management from the University of Maryland and a B.A. degree in Economics and Business Management from Spelman College. Ms. Charles brings vision and over twenty years of experience in providing information technology (IT) and management solutions for clients.

Ms. Charles is a member of the U.S. Women's Chamber of Commerce (USWCC) and is a member of the Armed Forces Communications and Electronics Association (AFCEA) International and Central Maryland chapters and the National Defense Transportation Association (NDTA).

## OUR MISSION

Our mission is to provide IT and Management services to clients with a focus on solving current and future challenges with a commitment to integrity, honesty, customer service, communication and collaboration.

## DIFFERENTIATORS

Solutions Technology has distinguished itself from other IT Management consulting firms by taking a proven customer driven approach to getting the job done.  This approach includes:

- Providing value to our clients through:
  - Qualified, experienced and committed personnel
  - Experienced Project Management that focuses on project oversight, timely delivery of services, and risk management
  - Continuous process improvements through lessons learned and best practices
  - Adapting to changing priorities in a fluid environment
  - Having a highly trained and educated staff
  - Employee morale, work life balance and well being

We have established the following quality control procedures:
- Identify risks early and provide mitigation strategies
- Objectively evaluate our staff to the adherence of our standards, repeatable processes, and associated work products
- Work in a collaborative manner to align all personnel to the achievement of delivering within budget quality products and services
- Establish performance measures and metrics that ensure effective, repeatable performances
- Proactively measure, report, communicate and collaborate on the quality levels of processes and project work products
- Implement a feedback process to capture lessons learned and refine best practices

## CORE CAPABILITIES

### Program Management Support

STI's program management support services are built on our knowledge of Federal and Department of Defense (DOD) acquisition regulations and policies and our in-depth knowledge of product life cycles, and the use of metrics and thresholds to manage risks.  Each program management office requires a broad range of skills to meet technical, cost, schedule, and reporting requirements. Our program management capabilities cover a range of functional and managerial skill areas, requirements identification, gap analysis, including budget and costs analysis, logistics support, training, certified project control, project scheduling, risk

3

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management, technical support and systems administration support. Regardless of an effort's size and scope, STI has the expertise and experience our customers need. STI provides:

- Experienced staff and managers who can perform multiple roles in a changing and resource-constrained environment
- Performance analysis support to program offices
- The preparation, review and integration of selected milestone review documentation and, periodic reports
- Technical and systems engineering support services
- Administrative and business management support
- Governance support of programs due to changing federal regulations, laws and policies

## Information Security and Assurance

STI has experience in all aspects of lifecycle support of IT systems. STI staff will leverage our years of experience in Information System Security Engineering and Information Assurance (IA) support to meet our client's security needs. Our staff consists of both Certified Information System Security Professionals (CISSP) and Certified Information Security Managers (CISM) who are able to addresses information security concerns in DOD and non DOD environments. This includes; life-cycle support for both development and ongoing initiatives. These services include:

- Oversight, governance, and support
- Certification and Accreditation
- Facilitation of regulatory and IA management-reporting requirements, such as those contained in FISMA, FISCAM, DIACAP, DoD 8510.1-M and DoDI 5200.40, DoDI 8500.2, and DoDI 8510.01, DCID6/3, NIACAP and NIST guidelines
- Development of security awareness education and training
- Network security policy and operational procedure development
- Network security engineering and architecture design
- Operational security management
- Network security testing and evaluation
- Vulnerability analysis and risk assessment
- Malicious code analysis
- Risk Management of network and infrastructure
- Reporting and plan management

## Mission IT Software Development Support Services

STI software engineers work with our clients to convert legacy applications into web, mobile, and cloud enabled enterprise applications in order to eliminate duplication, reduce paperwork, and improve operational efficiencies across the organization. STI hires only the most qualified people to get the job done. Our staff includes: Certified Project Managers, Business Analysts, Configuration Managers, System Engineers, Programmers, Trainers, Database experts, Quality Assurance personnel, Test Engineers, SMEs, IT Security Experts and many more IT resources to assist clients in meeting their goals and objectives.

### *Requirement Analysis*

4

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STI employs industry best practices and methods for business process modeling and analyzing requirements.  Our staff determines:

- Stakeholders baseline requirements
- Applicable statutes, regulations and policies
- Intended operational use and utilization environment for the system
- Design or enterprise constraints
- Life-cycle support considerations
- Design considerations
- Decisions or data from previous phases of development
- Maintain traceability
- Define performance objectives
- Define functional objectives/boundaries
- Define non-functional requirements
- Verification criteria

## *Quality Assurance, Testing, and Implementation*

STI's Quality Assurance, Testing and Implementation services span across various industry verticals and various software product platforms, techniques, and technologies.  STI actively embraces a requirements and tool driven test approach focused on effective use of tools to reduce the cost of testing and to improve the effectiveness of testing. Our Software testing competency includes:

- Exploratory testing and Manual test case design
- Platform-specific testing considerations
- Automated testing and scripting
- Black-box, white-box and gray-box testing techniques
- Issue tracking essentials
- Web, cloud and mobile applications
- Agile software testing
- Legacy Systems/Mainframe testing
- Configuration Management
- Release and Deployment
- Implementation
- Training and Support

## Enterprise Network Architecture Administration and Management

Our System and Security Engineers, Network and System Administrators, and technical staff is skilled and experienced in planning, designing, and implementing enterprise network infrastructures that enable our clients to manage their business information efficiently, securely, and safely.  We offer an array of enterprise network services and solutions that make implementation and maintenance of networks easier and more cost effective. Our capabilities include:

### *Enterprise Network Architecture Assessment*

- Enterprise Architecture Assessment
- Architecture Configuration and Stability Assessment
- Enterprise Performance Analysis

### *Network Architecture and Vendor Management*

STI System Engineers and Network Administrators will manage all your day-to-day Enterprise Network Administrative needs freeing you from the administrative burdens to focus on other strategic business needs.  As your single point of contact, we manage your internet service providers, hardware vendors and oversee all aspects of your product sourcing, procurement, and invoicing.

### *Disaster Recovery*

Business Continuity Planning
  o Development of a Project Plan
  o Business Impact Analysis
  o Risk Assessment
  o Onsite and Offsite Backup Recovery Procedures
  o Development of Business Continuity Plan
  o Testing of Plan
  o Maintenance of Plan
    - Periodic inspection of Business Continuity Plan
    - Documentation of Changes

### *Inventory and Help Desk Management*

- Help Desk Support and Management (Tier 1, 2, 3)
- End User Support
- Trouble Ticket System maintenance
- Incident Handling and Reporting
- Metric Reporting as required
- Reporting activities as required

# Customers and Experience

| COMPETENCIES | Department of Army | Department of Defense | Department of Homeland Security | Department of Justice | Department of Labor | Department of Treasury | Intel Agencies | United States Sergeant at Arms | State of Maryland |
|---|---|---|---|---|---|---|---|---|---|
| Program Management Support | X | X | | X | X | X | X | X | X |
| IT IS&A Operations Support | X | X | | | | X | X | | |
| Requirement Analysis and Traceability | X | X | | | | X | X | | |
| Configuration Management | | | | | | X | X | | |
| System Acceptance Testing | X | | | X | | X | X | | |
| System Integration Testing | X | | | | | X | | | |
| Final Integration Testing | X | | | X | | X | X | | |
| Non-functional Testing | X | | | | | X | X | | |
| Policy & Planning | X | X | | X | X | X | X | | |
| Test Program Review and Assessment | X | | | X | X | X | | | |
| Reporting and Documentation | X | X | X | X | X | X | X | X | X |
| Certification & Accreditation | X | X | | | | X | X | | |
| Vulnerability & Risk Assessments | X | | X | X | X | X | X | | |
| Business Continuity & Disaster Recovery Planning | | | | | | X | | | |
| Software Security Analysis | X | X | X | X | X | X | X | | |

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