



Syms Strategic Group, LLC



**SUCCESS DELIVERED!**

## PAST CAPABILITIES

### PAST PERFORMANCE HIGHLIGHTS (5+ YEARS)

#### Substance Use Disorder (SUD) Proof of Concept | Department of Veterans Affairs (VA) Veterans Health Administration (VHA):

SSG provided a framework for improving access to care and increasing engagement for patients suffering from SUDs and expanded a system-wide approach that included a structure and guidelines for scaling the approach across VHA to increase access to care and improve the lives of Veterans in need of SUD treatment. **Key capabilities:** *Health Informatics, Agile Mobile Application Development, Help Desk Operations, Clinical Operations, Framework Development, Data Analytics Support, and Data Monitoring.* **Tools:** *IBM Rational Collaborative Application Lifecycle Management (CALM) Toolset, Atlassian JIRA, Agile Project/Product Lifecycle Management, Jenkins, and Open-Source Tools, Rational DOORS Next Generation, Rational Quality Manager, Veterans Health Information Systems and Technology Architecture (Vista), and VA Mobile Application Environment (MAE).* **Languages:** *Java and MUMPS.*

#### Assessment and Authorization (A&A) Oversight Compliance (Case Management) | VA Office of Information and Technology (OI&T) Office of Information Security (OIS) Office of Cyber Security and Policy Compliance:

SSG provided case management services against VA's accreditation boundaries of systems, including performance reporting and analysis of trends across VA's information security compliance program. **Key capabilities:** *Case Management Planning and Coordination, Case Management Performance Reports (CMPR), Performance Measurement and Evaluation, Process Management, Security Compliance, Security Control Assessments (SCAs), Key Performance Indicator (KPI) Development, and Communications and Outreach.* **Tools:** *Risk Management Framework (RMF), RiskVision, SharePoint, CA Unicenter, Nessus Enterprise Web Tool (NEWT), Jasper Reporting, Enterprise Mission Assurance Support Service (eMASS), VA Government Risk and Compliance (GRC) tool, VA Talent Management System (TMS), Fortify, Forescout, RSA Archer, IBM BigFix, Eclipse, SoapUI, WebLogic, and LoadRunner.*

#### Program Management (PM) School Curriculum Support | Department of Veterans Affairs Acquisition Academy (VAAA):

SSG provided onsite curriculum development and maintenance support for the VA Acquisition Academy, PM School. **Key capabilities:** *Instructional Systems Design (ISD), Curriculum Creation and Update, Course Plan Development, Test Creation and Validation, Product Versioning, Section 508 Knowledge, Flash Design and Publishing, Audio/Video Editing, and Graphic Design Layouts.* **Tools:** *Analysis, Design, Development, Implementation, and Evaluation (ADDIE) Process, Microsoft Office Suite, Adobe Creative Suite (Photoshop, Animate, Illustrator, Audition, Premier Pro, Capture CC, After Effects, and Audition), Adobe Captivate 2019, Adobe Connect, Learning Management Systems (LMS), Sharable Content Object Reference Model (SCORM), and Blackboard.* **Languages:** *HyperText Markup Language (HTML).*

#### Enterprise Program Management Office (EPMO) Action Tracking | VA OI&T EPMO:

SSG provided internal/external IT action request/response management, including but not limited to incoming action identification; analysis and evaluation of new actions; input of new actions into the tracking system; assignment of actions to appropriate subject matter experts (SMEs); monitoring and follow-up with SMEs; response development; vetting, cataloging and uploading action tracking-related materials to a SharePoint-based archive and retrieval system; and completion of all daily, weekly, and monthly reporting requirements. **Key capabilities:** *VA Intranet Quorum (VAIQ) Training, Action Tracking and Correspondence Management System, Strategic Action Tracking Management and Reporting, Strategic Program/Project Responses, and SharePoint Development and Maintenance.* **Tools:** *SharePoint Action Tracker, Citrix Access Gateway, IBM Rational Collaborative Application Lifecycle Management (CALM) Toolset, VAIQ, Microsoft (MS) Access, MS InfoPath, and Adobe Acrobat.* **Languages:** *Structured Query Language (SQL).*

#### Benefits Appeals and Memorials Program Management Office (BAM PMO) and Technical Management Support | VA OI&T EPMO:

SSG provided project and program management support for the BAM Portfolio, Program/Projects, and Sustainment activities. **Key capabilities:** *Portfolio Level Support, Program Management Support, Project Management Support, Cross-Functional Support, Travel Coordination, Strategic Planning and Analysis Support, Meeting Support, Capital Planning and Investment Control (CPIC) Support, Financial Information Integrator Reporting Support, Document and Data Support, Change Management, Configuration Management, Communications, Data Calls & Action Item Support, Onboarding and Offboarding Support, Schedule Support, Risk Management Planning, Tracking & Analysis, VIP Support, SharePoint Management Support, Engineering and Technical Support, Requirements Planning and Management, Architecture and Design Phase Support, Security Requirements Development and Management, Release Management Support, and Operations Transition Planning and Management.* **Tools:** *IBM Rational Tool Suite, Microsoft (MS) Outlook and Lync, SharePoint, EPMD Tool, Technical Service Project Repository (TSPR), Information Technology Infrastructure Library (ITIL) v3, Planning and On-Line Activity/Release Integration Scheduler (POLARIS), and VA OI&T Enterprise Release Calendar.*

#### Community Care System Enhancements (CCSE) | VA OI&T EPMO:

SSG provided project management, requirements analysis, design, development, integration, testing release support, warranty, and documentation for requirements supporting the CC claims program. **Key capabilities:** *EPMO Management, Schedule Management, Risk Management, Configuration Management, Software Development Lifecycle (SDLC), Agile Requirements Elaboration, Build and Development, Solution Architecture Planning and Execution, Build Planning, Sprint Planning, Sprint Execution, Testing, Release and Deployment, Pre-Release Support, Initial Operating Capability (IOC) Support, Release and Deployment Support, and Post Deployment Support (Warranty).* **Tools:** *IBM Rational Collaborative Application Lifecycle Management (CALM) Toolset, IBM Rational Tool Suite, ProPath, Rational, Primavera/Project, SharePoint, Citrix Access Gateway (CAG), Oracle, Fortify, Eclipse, SoapUI, WebLogic, LoadRunner, VA Remote Access Security Compliance Update Environment (RESCUE), Integrated Master Schedule (IMS), One-VA Technical Reference Model (TRM), Requirements Traceability Matrix (RTM), and POLARIS calendaring process.*

#### Enterprise Reporting and Analytical Support (ERAS) | VA VHA Chief Business Office (CBO):

SSG provided operations and maintenance support of the Care in the Community/Revenue Operations (CC/RO) Reporting Systems (POWER+) and CC/RO Data Warehouse as well as program management, training, and documentation support. **Key capabilities:** *Operations and Maintenance (O&M), Report Maintenance and Publishing, Reporting System Training Support, Specialized Reports, and Domain Maintenance and Updates.* **Tools:** *POWER+, Oracle Business Intelligence Enterprise Edition (OBIEE), Veterans Health Information Systems and Technology Architecture (Vista) Data Extract (VDE), VA Financial Management System (FMS), VHA Corporate Data Warehouse (CDW), Oracle, Consolidated Co-Payment Processing Center (CCPC), FMS Collections, Decision Support Systems (DSS), Microsoft Office Suite, Extract, Transform & Load Tools (ETL), and Informatica.*



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## PAST CAPABILITIES



### PAST PERFORMANCE HIGHLIGHTS (5+ YEARS)

#### Product Support - Health (HPS) Tier 3 (T3) Sustainment Support: Administrative (Admin) | VA OI&T EP MO Office of Transition, Release and Support (OTRS) HPS:

SSG provided T3 product sustainment support to HPS Admin Applications to ensure that sustainment product(s) were well-managed and maintained support for the customer base, including communication, application baseline configuration, quality, risk, schedule, cost, and performance management and reporting. **Key capabilities:** *Product Sustainment Intake and Transition, Product Sustainment Management, Defect Management Planning, Periodic and Adaptive Maintenance, Authority to Operate (ATO), Americans with Disabilities Act (ADA)/Section 508 Compliance, Data and Table Maintenance, Software License Renewal, Defect Processing, Defect Classification and Prioritization, Defect Remediation Processing, Defect Tracking and Reporting, Trouble Ticket Processing, Trouble Ticket Defect Priority, Trouble Ticket Reclassification, Trouble Ticket Closure and Backlog Reduction, Product Sustainment Monitoring and Reporting, Problem Assessment and Remediation, Workaround, Defect Code Repair, Table Maintenance, Documentation Defect Remediation, Testing and Validation, Defect Release Management and Support, Quality Assurance of Assets and Post Release Support.* **Tools:** *Veterans Health Information Systems and Technology Architecture (Vista), Administrative Applications (ADMIN), POLARIS Enterprise Release Calendar, Rational Tools Suite, SharePoint, ProPath, Veteran-focused Integration Process (VIP), VIP Request Portal, Lean Agile Process, CA Service Desk Manager (CA SDM), Citrix Access Gateway (CAG), Virtual Private Networks (VPNs), One-VA Technical Reference Model (TRM), Capability Maturity Model Integrated (CMMI), and Fortify Static Code Analysis (SCA).* **Languages:** *Structured Query Language (SQL).*

#### Pharmacy Reengineering (PRE) Architecture, Database Administration, and System Administration | VA OI&T EP MO:

SSG provided program architecture, database administrator, and system administrator technical support to enable the PRE Program, projects, and VIP Build Cycle to progress. **Key capabilities:** *PRE Architecture, Database Administration & System Administration Support, Pre-Architectural Analysis, System and Database Administration and Software Engineering, System Administration, System Documentation, System Configuration, User Accounts, Change Management, Database Administration, Database Analysis and Evaluation, Database Documentation, Database Design, Database Instantiation, Database Collaboration, System and Database Disaster Recovery, Database Migration, Database System Security, Pre-Program Support and Risk/Issue Management, Meeting Support and SharePoint Administration, Implementation Support, Medication Order Checking Health Care Application (MOCHA) Technical Documentation and Configuration Management Support, Technical Writer Support, and Configuration Management Support.* **Tools:** *MOCHA Server, Pharmacy Enterprise Customization System (PECS), Pharmacy Product System (PPS), Legacy National Drug File System, Data Update (DATUP), MOCHA Vista, MUMPS, Computerized Patient Record System (CPRS), National Drug File (NDF), integrated Electronic Health Record (iEHR), Vista Evolution, VIP Build Cycle, One-VA Technical Reference Model (TRM), Oracle, Fortify, Eclipse, SoapUI, WebLogic, LoadRunner, IBM Rational Collaborative Application Lifecycle Management (CALM) Toolset, IBM Rational Tool Suite, VA Primavera, and Linux.*

#### Full-Service Shipping (FSS) | VA Veterans Benefits Administration (VBA):

SSG performed full-service shipping services in support of file room reduction/closure at specified VA Regional Offices and other VA facilities in a defined, accurate, timely, measurable, and fiscally responsible manner that protected the interests of the VA. **Key capabilities:** *Source Material Handling, FSS Source Material Tracking System, Retrieval, Packing, Shipping and Processing, and Expedited Processing.* **Tools:** *Veterans Claims Files (C-Files), Veteran XC Files, Notice of Death (NOD) files, Veteran TEMP files, Loose Jacketed Service Treatment Records (STR), Vocation, Rehabilitation and Employment (VR&E) Service Counseling, Evaluation, and Rehabilitation (CER) files, and Integrated Master Schedule (IMS).*



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